



# **MemberCentre User Guide**

## **Level One – Beginners**

Version 1

User Group; CLP Secretaries, Members of Parliament and other nominated Constituency users.



## Introduction

---

**MemberCentre** is the Labour Party's online national membership database, designed to make managing your member contact activity easy and efficient. It is a web-based interface which displays data in real time. All users share the same central database, eliminating the need to download and refresh your local data from the national party. It also enables you to access your member's details whenever you choose and from any PC.

The purpose of this user guide is to provide you with an overview of the basic functions of **MemberCentre**, beginning at the Homepage. Step-by-step instructions are included to help guide you through your core membership administrative tasks, such as finding your member's records, updating your member's contact details and running standard reports.

In addition to this user guide, there is an on-line support and help section available from the menu toolbar of **MemberCentre**, which can be accessed from any page of the web application.

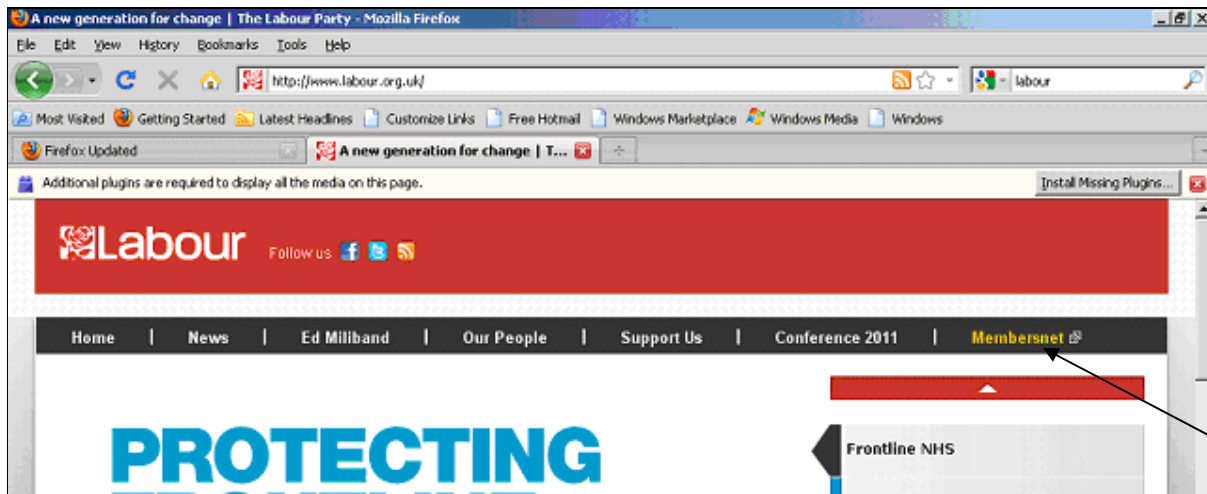


<b>Contents</b>	<b>Page</b>
<b>1. Logging On</b>	<b>7</b>
<b>2. Homepage</b>	<b>9</b>
2.1. Find Individuals/Find Organisations	9
2.2. Finding an Individual Member	9
2.3. Advanced Search	9
2.4. Understanding a Member's Record	10
2.5. Editing a Member's Contact Details	12
2.5.1. Personal details	
2.5.2. Postal addresses	
2.5.3. Email addresses	
2.5.4. Telephone numbers	
2.6. Reporting a Member as Deceased	17
2.7. Reporting a Member as having Gone Away	18
2.8. Find Organisations	
<b>3. Individuals</b>	<b>21</b>
3.1. Introduction	21
3.2. Branch Membership Lists	21
3.3. Exporting Membership Lists to your PC (CSV spreadsheets)	23
<b>4. Organisations</b>	<b>25</b>
4.1. Introduction	25
4.2. Organisation Directory	25
4.2.1. Constituency Profile	
4.2.2. Manage your Roles - amending post holders	
4.2.3. Organisation Email Addresses	
4.2.4. Organisation Telephone Numbers	
<b>5. Reports</b>	<b>32</b>
5.1. Introduction	32
5.2. Membership Rep	32
5.2.1. How to run a membership report/list	
5.2.2. How to create a report of new members	
5.2.3. What is a Membership Action Report (MAR)	
5.3. How to Create a Freeze Date Report	38
<b>6. Local Attributes - Tags</b>	<b>41</b>
6.1. Introduction	41
6.2.1. How do I create a tag?	41
6.2.2. How do I generate a list of members with a tag?	42
<b>7. Support and Feedback</b>	<b>45</b>
<b>8. Glossary of Terms</b>	<b>46</b>

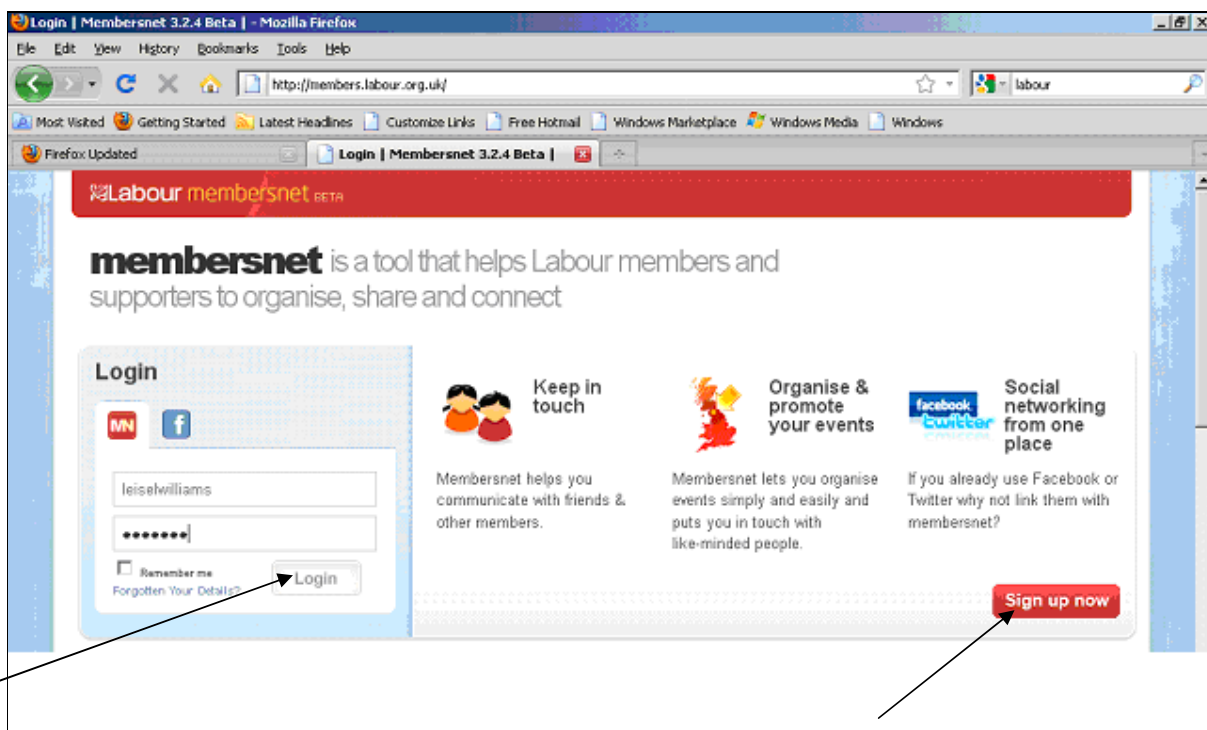


# 1. Logging On

**Step 1:** To log in to **MemberCentre** you first need to log into your Labour Party *Membersnet* account via the main Labour Party website; [labour.org.uk](http://labour.org.uk)

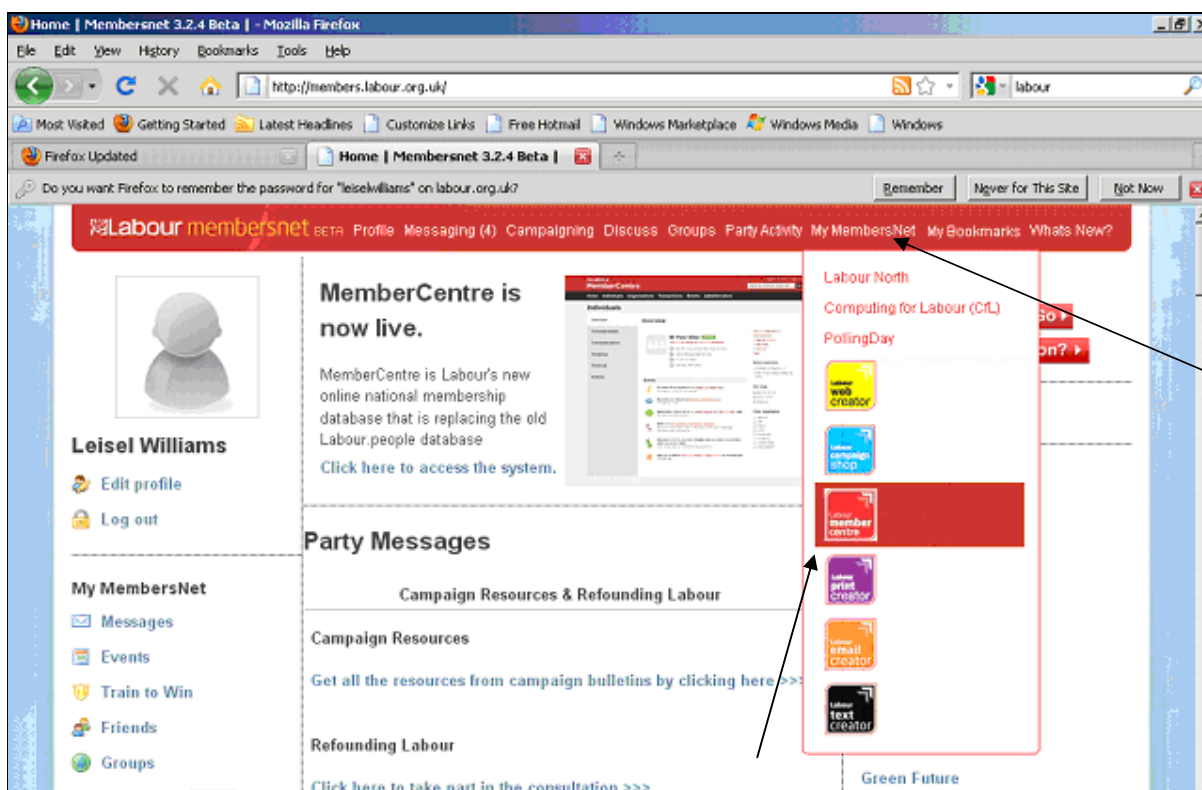


Labour Membersnet login page:

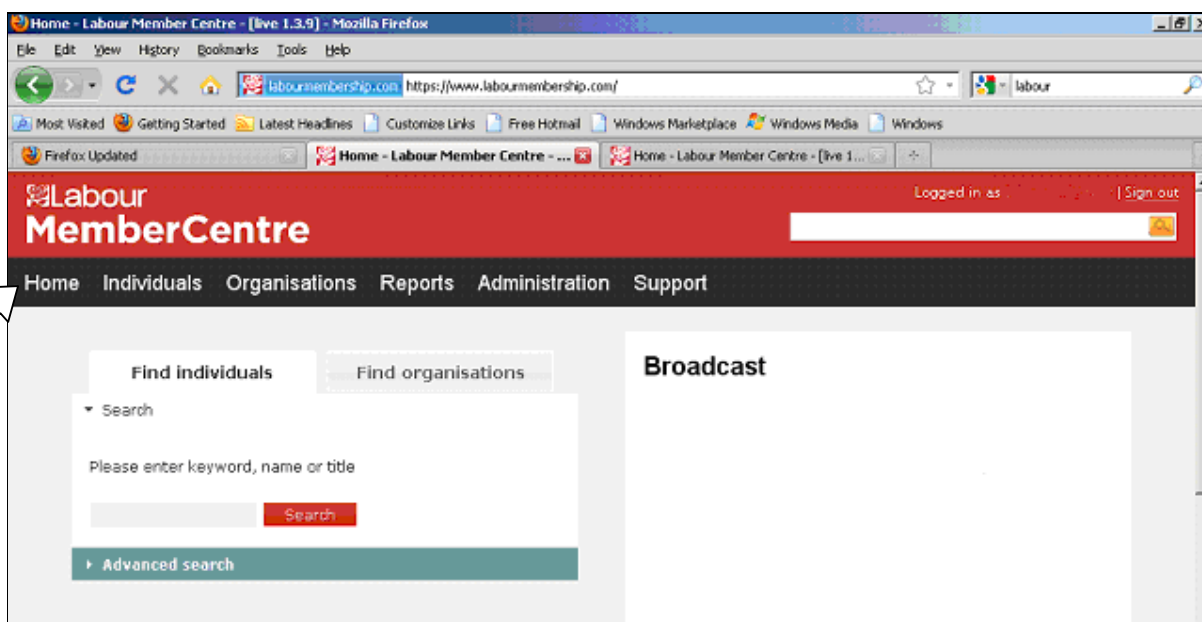


If you haven't used Membersnet before, you will need to set up a new account by clicking on the 'Sign up now' button - you will need your membership number.

**Step 2:** Once you have logged into your *Membersnet* account, all you need to do is click on the red **MemberCentre** icon within the Member Logins menu located at the top of the homepage. You will be automatically directed to your **MemberCentre** homepage without the need for anymore passwords.



### MemberCentre Homepage:





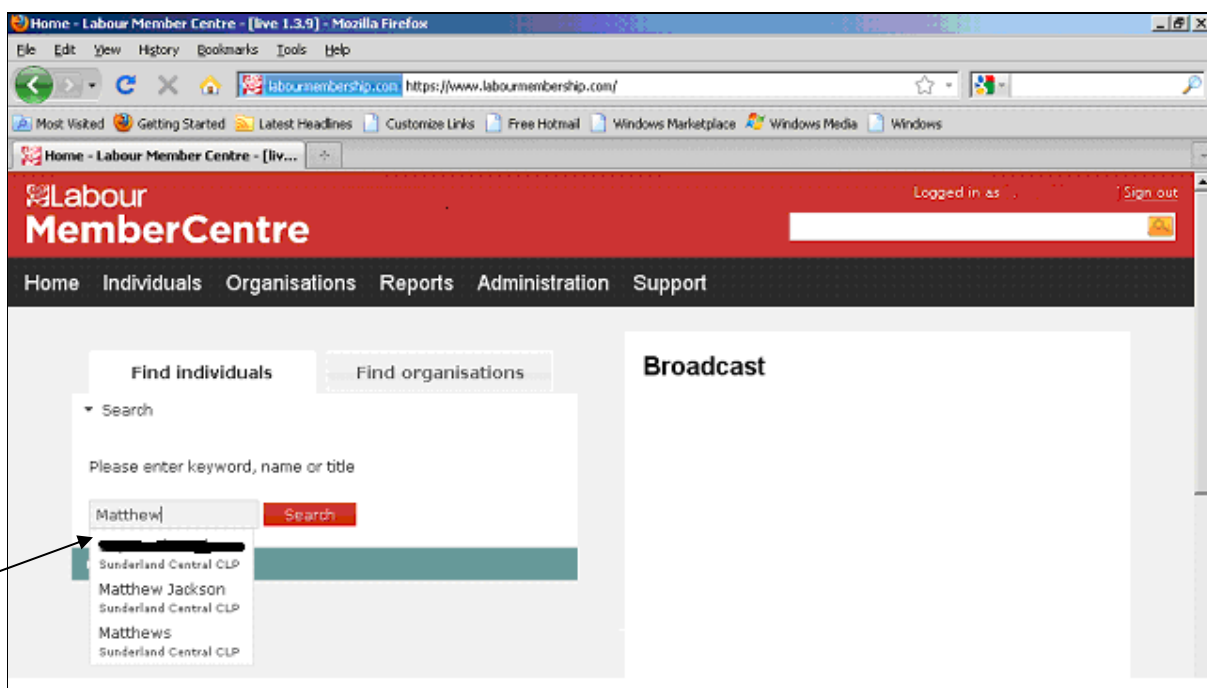
## 2. Homepage

### 2.1. Find Individuals/Find Organisations:

At the **MemberCentre** homepage you are presented with two search engines; Find Individuals and Find Organisations. These are sophisticated tools that enable you to retrieve either an individual's membership record or an organisation's profile page (your CLP contact details and officers).

### 2.2. Finding an Individual Member

**Step 1:** To find one of your member's records, begin to type either their name or postcode in the search box within the Find Individuals' tab. As you type, possible matches will auto-complete in a drop-down box for you to select the matching record. Alternatively, you can click on the search button to retrieve a full list of all the possible matching records.



**Step 2:** Select the matching result to open your member's membership record.

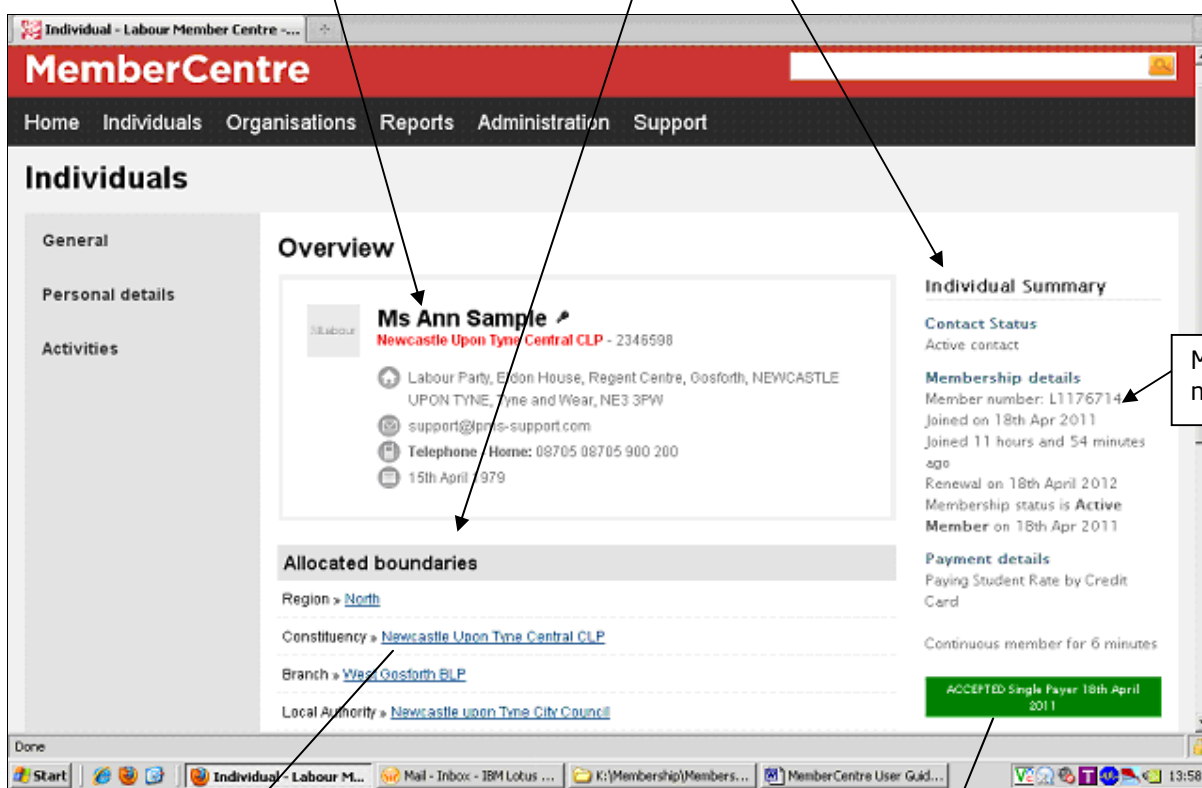
### 2.3. Advanced Search

Enables you to search for an individual or organisation (CLP, Regional Office or Branch) using a number of criteria or a single piece of contact data, such as an email address, to help you identify an exact match.

The **Individuals Advanced Search** engine produces tailored membership lists, such as all of your Young Labour members with an email address. *These lists can be exported into spreadsheets by clicking on the 'export to CSV button' at the bottom of the results pages.* The **Organisations Advanced Search** engine provides a link to the profile page of your CLP/Region/BLP. Please refer to the Reports chapter for instructions.

## 2.4. Understanding a Member's Record

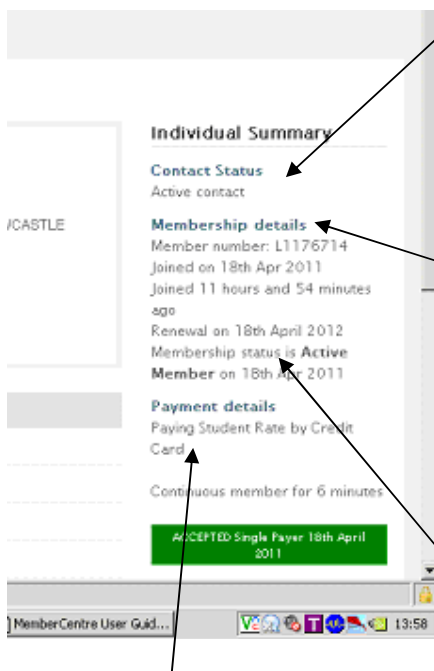
Once you have selected the matching result of the member's record you would like to view, you will be directed to that member's Overview page. The Overview page lists the member's personal contact information; name, address, telephone number, date of birth etc, the organisations they belong to, i.e. the Region, Constituency, Branch and Ward they belong to and a summary of their membership subscription and history.



If you click on the organisation names, you will be directed to the organisation's profile pages. These pages list the office contact details and the staff/officers of the organisation.

This colour coded box indicates the current status of an individual's membership subscription at a glance and the date that the status was applied. **Accepted Single Payer**= a current member in full compliance. If a member was in arrears with their membership payments, then the status would be 'Arrears ...' or 'Part Arrears...'. Other statuses include Ex Member, Lapsed, Deceased and Resigned. If the box is green, the contact is a current member (fully paid or in arrears) and the date listed is their join date; if the box is red then the member is now a former member who has either lapsed or resigned and the date listed is the date that the membership was cancelled. If the box is black then the individual has never been a member or has been recorded deceased and no further contact should be attempted.

## Individual Summary



### Payment details

This section lists the membership rate that the member is entitled to and the method by which they pay.

*Membership rates; Honorary, Parliamentary, Standard, Reduced, Student and Youth*

**Contact Status** - MemberCentre is a database of members, past members and supporters. Each type of individual is described as a 'contact' who is Active, Gone Away, or Deceased. An active contact is an individual who we have a current address for - it does not necessarily relate to their membership subscription.

### Membership details

For contacts who are members, you will see listed here their membership number, the date that the member joined (*please note that if a member has previously had a lapse in their subscription and subsequently rejoined the party, then the date listed here is the most recent join date*), how long they have been a member, when they are due to renew their membership and the status of their membership subscription.

#### Membership Statuses:

- Accepted Member = paid-up/complete subscription or an active continuous payment such as Direct Debit, Standing Order
- Part Arrears = a member who has paid part of their membership subscription by cheque or who has a failed but active DD/SO instruction
- Arrears = outstanding balance on a full year's subscription
- Cancelled = a membership that has been cancelled for a constitutional reason
- Lapsed = where an outstanding membership balance has not been paid within 6 months of the time of renewal
- Resigned = a member who asked the party to cancel their membership

## 2.5. Editing a Member's Contact Details

### 2.5.1 Editing Personal details

**Step 1:** At the Member's Overview page, click on the 'Personal Details' tab then select 'Edit personal details' to amend the member's title, name, gender or date of birth.

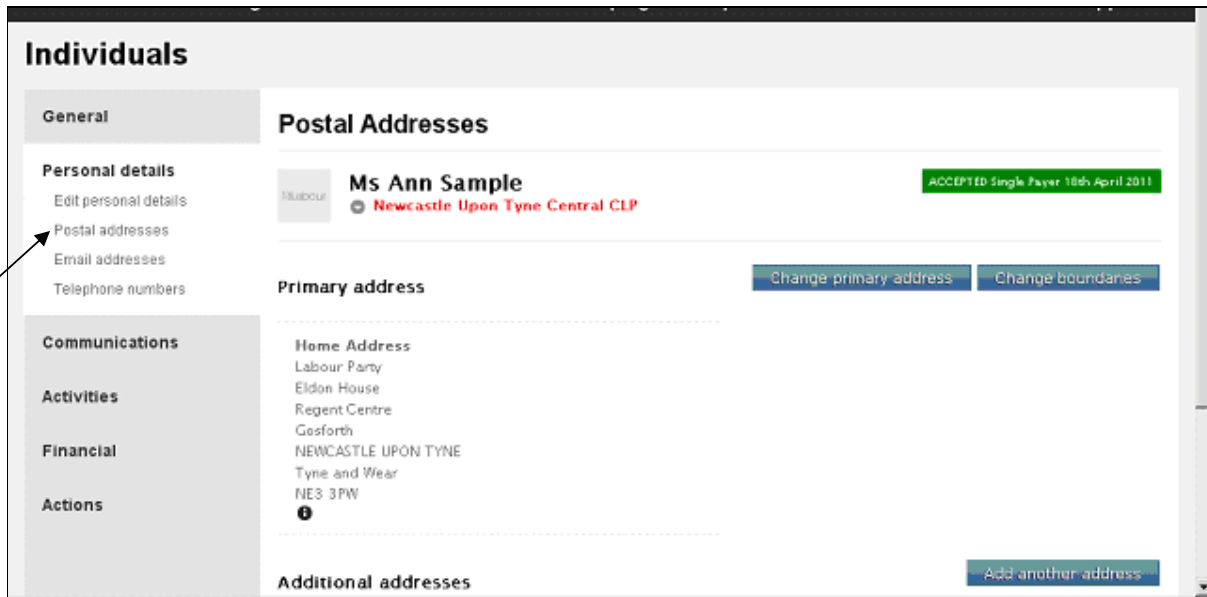
The screenshot shows the Labour MemberCentre interface. At the top is a red header with the Labour logo and 'MemberCentre' text. A navigation bar below it contains links: Home, Individuals, Organisations, Reports, Administration, and Support. The main content area is titled 'Individuals' and has a left sidebar with tabs: General, Personal details, Postal addresses, Email addresses, Telephone numbers, and Activities. The 'Overview' tab is selected, showing a profile for 'Ms Ann Sample' with a Labour Party logo and the text 'Newcastle Upon Tyne Central CLP - 2346598'. Below this is contact information: 'Labour Party, Eldon House, Regent Centre, Gosforth, NEWCASTLE UPON TYNE, Tyne and Wear, NE3 3PW', email 'support@pms-support.com', telephone '08705 08705 900 200', and date of birth '15th April 1979'. To the right is an 'Individual Summary' section with 'Contact Status' (Active contact), 'Membership details' (Member number: L1176714, joined on 18th Apr 2011, renewal on 18th April 2012, status is Active), and 'Payment details'.

**Step 2:** At the 'Edit personal details' page you amend the historical data by clicking in the relevant grey box and typing over the existing data. Click 'Save' when you have completed your amendments.

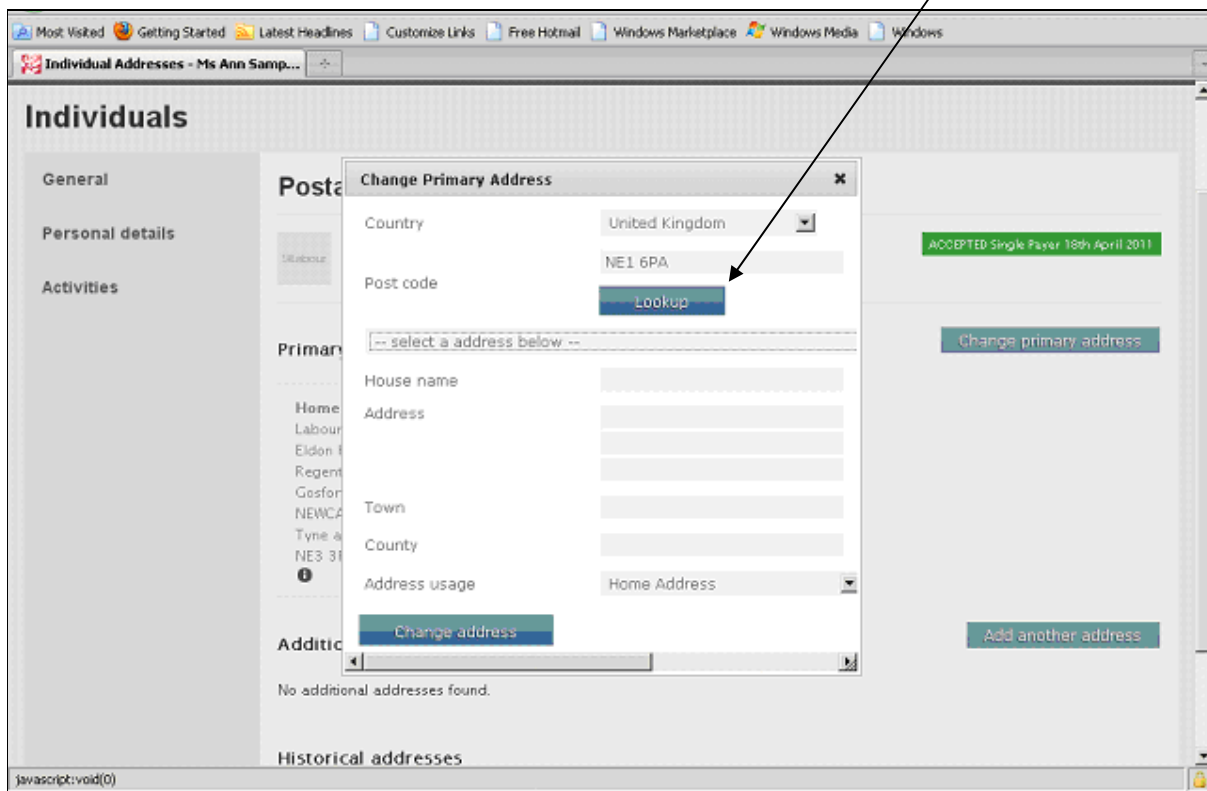
The screenshot shows the 'Edit personal details' page for 'Ms Ann Sample'. The left sidebar has tabs: Personal details, Communications, Activities, Financial, and Actions. The 'Personal details' tab is selected, showing a form with fields for: Title (Ms), Salutation (Dear Ms Sample), Label name (Ms A Sample), First names (Ann), Initials (A), Last names (Sample), Honorifics, Preferred first name (Ann), Gender (Female), and Date of birth (15/04/1979). At the top right of the form area is a green box that says 'ACCEPTED Single Payer 18th April 2011'. At the bottom are 'Save' and 'Cancel' buttons.

## 2.5.2. Editing a postal address

**Step 1:** To amend the postal address of a member, click the 'Postal addresses' tab from the personal details menu of the member's overview page.

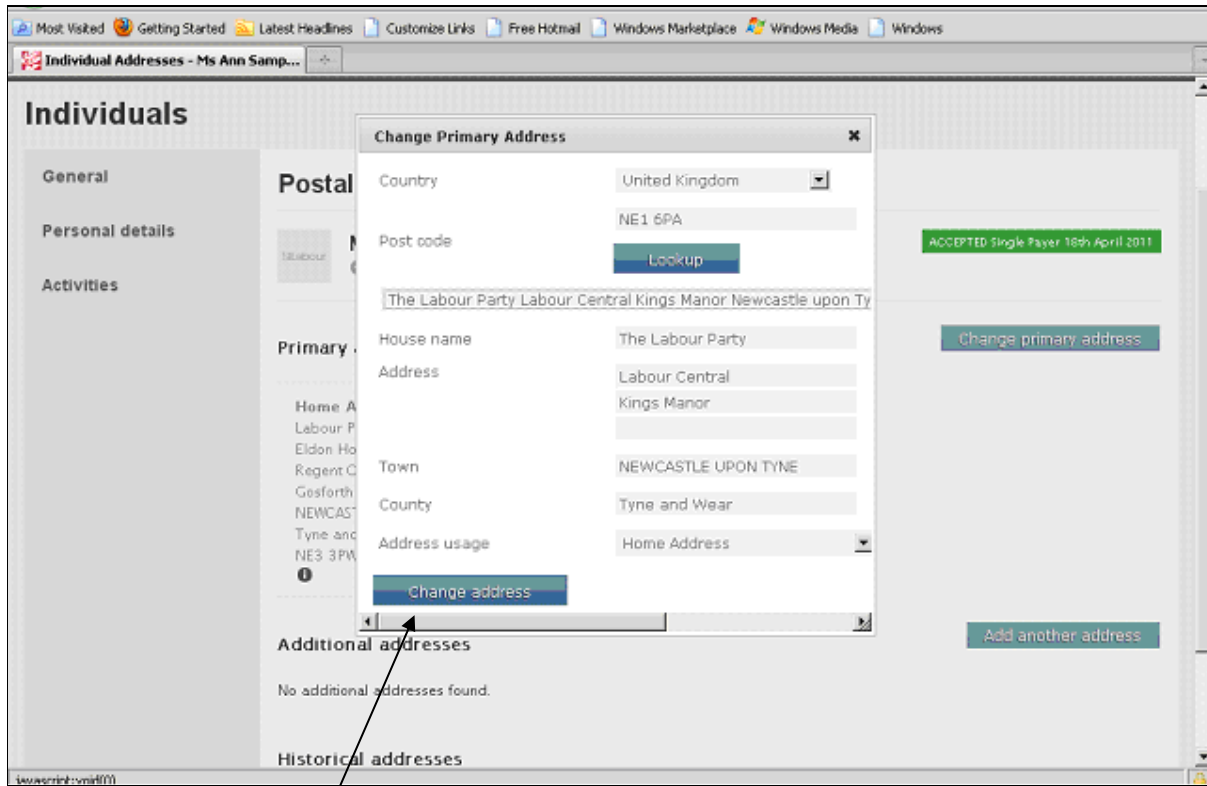


**Step 2:** Click on the 'Change Primary Address' button on the right hand-side of the screen and the 'Change Primary Address' pop-up box will appear. If the member is still residing within the UK, then enter the postcode of the new address and click on the 'Lookup' button.



**Step 3:** Now click on the drop down menu entitled 'select address below' and a list of addresses at the post code you entered will appear for you to select from. All you need to do now is click on the correct number/named address and the remaining address fields will automatically populate for you.

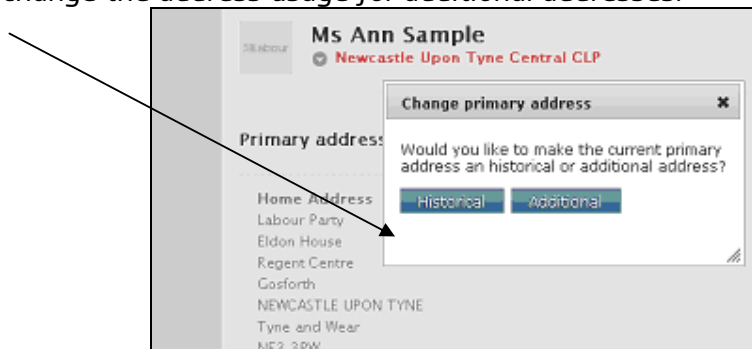
N.B. if the new address does not appear in the drop-down menu, then select the option at the bottom of the list; *'my address is not in the list'* and proceed to manually enter the address details in the blank fields below.



The screenshot shows a web browser window with the title 'Individual Addresses - Ms Ann Samp...'. The main content area is titled 'Individuals' and has a sidebar with 'General', 'Personal details', and 'Activities'. The 'Postal' section is active, showing a 'Primary' address list. A 'Change Primary Address' dialog box is open, displaying fields for Country (United Kingdom), Post code (NE1 6PA), and a 'Lookup' button. Below the lookup button, a list of addresses is shown, with 'The Labour Party' selected. The dialog box also includes fields for House name, Address, Town, County, and Address usage (Home Address). A 'Change address' button is at the bottom of the dialog box. An arrow points from the 'Change address' button in the dialog box to the 'Change address' button in the main interface.

Now click the 'Change address' button.

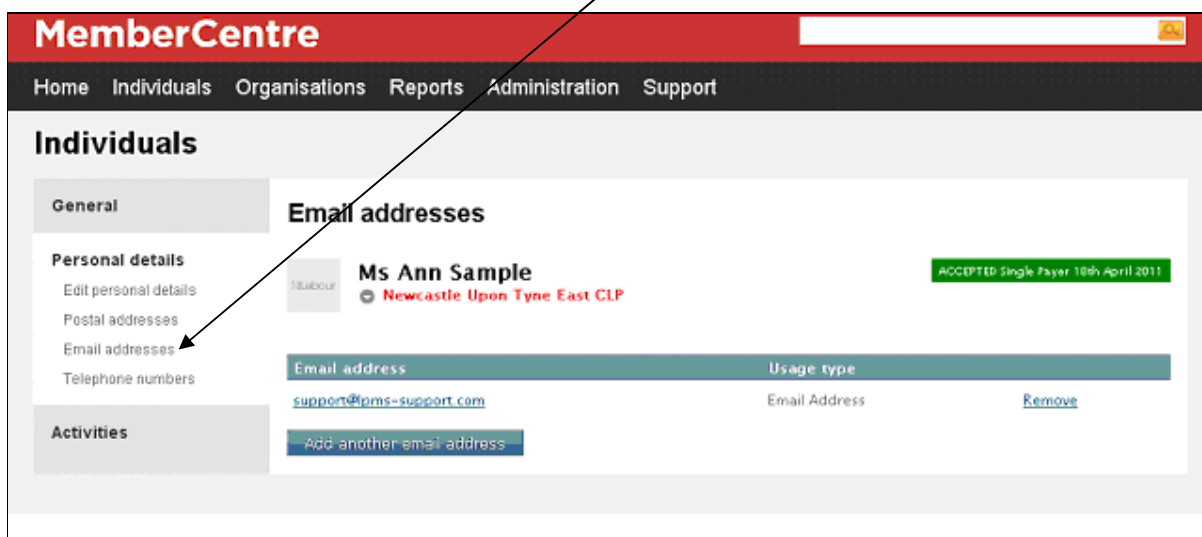
**Step 4:** Once you have clicked on the 'Change address' button, a prompt will appear asking you to confirm if the current primary address should be made historical or be recorded as an additional active address. You will only need to select 'Additional' if the member has acquired a second home or if you are adding a work or term-time address for students. *Please note that you will need to change the address usage for additional addresses.*



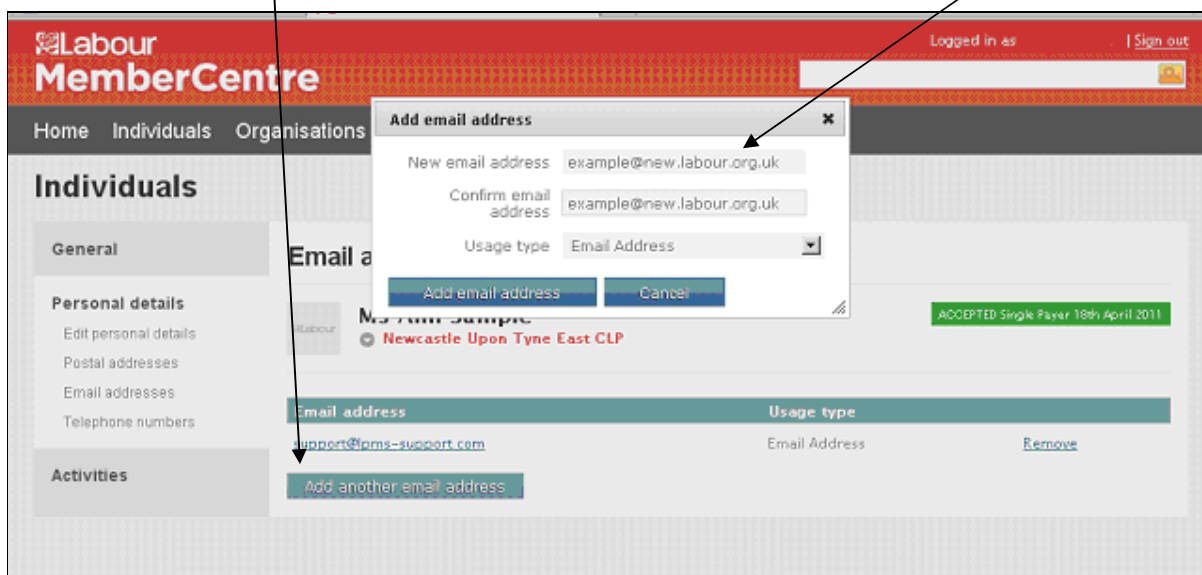
The screenshot shows a 'Change primary address' dialog box with the prompt: 'Would you like to make the current primary address an historical or additional address?'. There are two buttons: 'Historical' and 'Additional'. An arrow points from the 'Additional' button in the dialog box to the 'Additional' button in the main interface.

### 2.5.3. Editing an Email Address

**Step 1:** To amend a member's email address, click on the 'Email addresses' tab from within the 'Personal details' menu of the member's overview page.



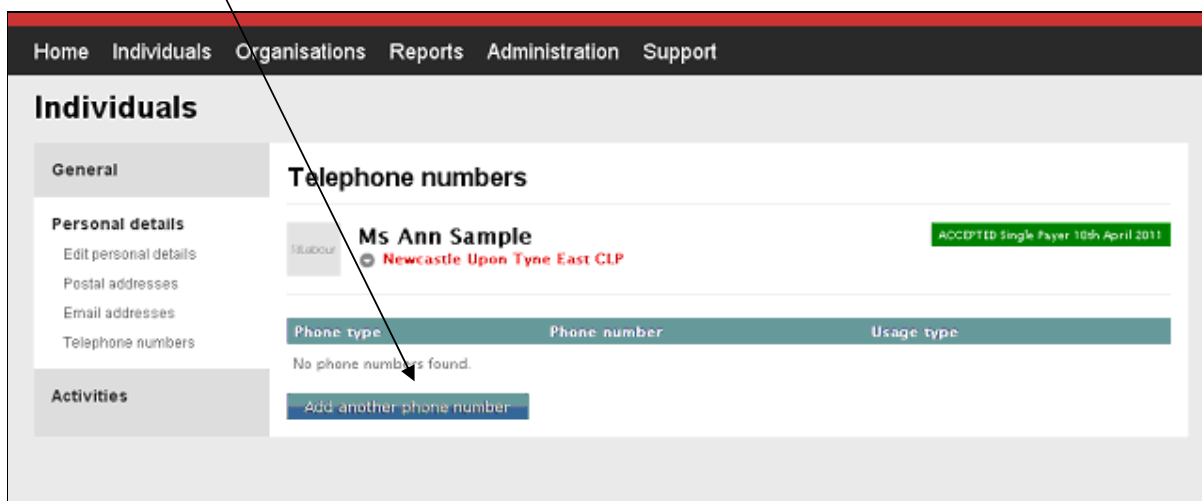
**Step 2:** Click on the 'Add another email address' button and enter the details of the new address into the pop-up box that appears. Now click on the 'Add email address' button.



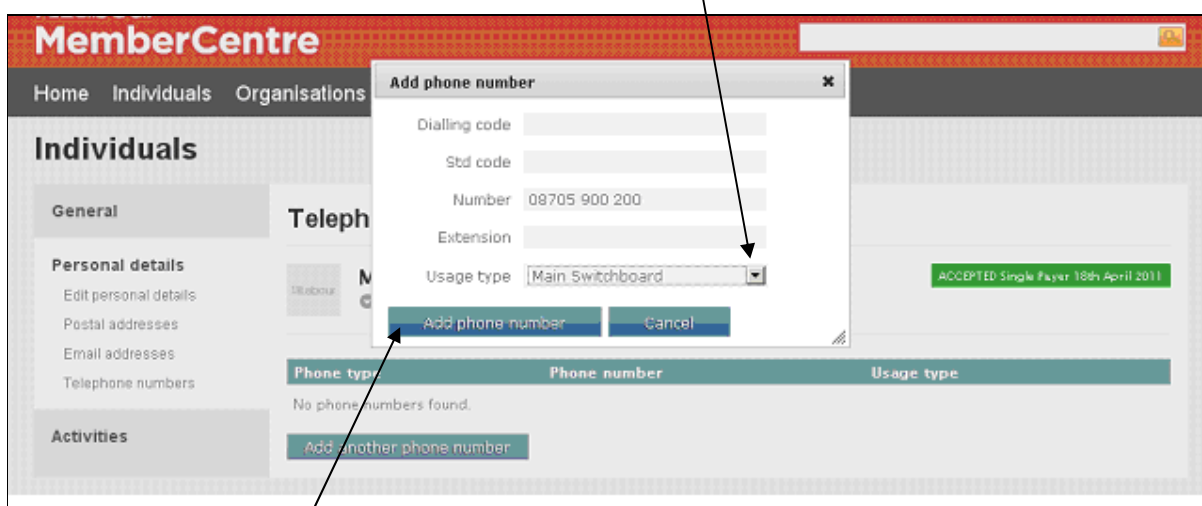
N.B. if you are changing an old email address then select 'Email Address' from the Usage type drop-down menu and then select 'remove' from the old address. If you are adding an additional address then select the appropriate usage description, such as 'Email Address - Alternative'.

## 2.5.4. Editing a Telephone Number

**Step 1:** To amend a member's telephone number, click on the 'Telephone numbers' tab from within the Personal details menu of the member's overview page and then select 'Add another phone number'.



**Step 2:** Enter the details of the new number into the 'Add phone number' pop-up box that appears; select the usage type, for example 'Telephone Home' from the drop-down menu and then click on the 'Add phone number' button to complete the edit.



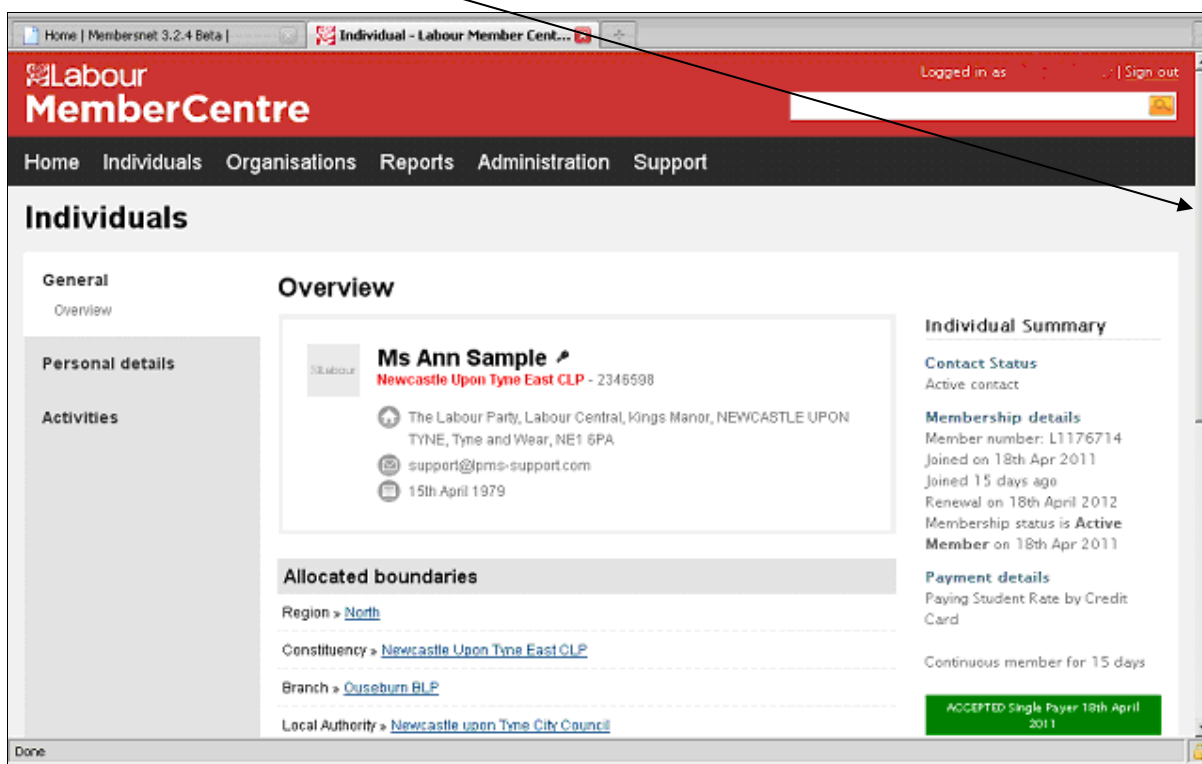
N.B don't forget to remove any old numbers that are no longer in use and to set the new number as the primary telephone number (unless you have added an additional number that is not the member's primary number).



## 2.6. Reporting a Member as Deceased

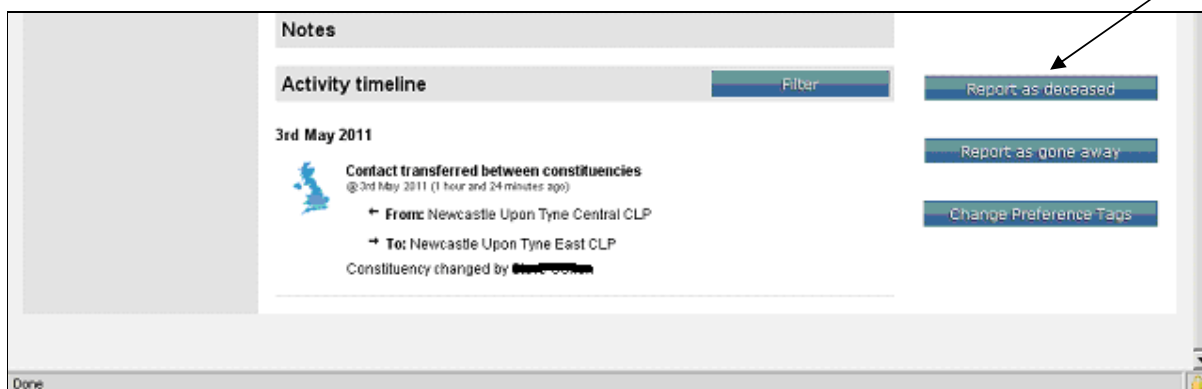
To notify the Party that a member is now deceased and therefore cancel all activity with their membership, you first need to open the member's contact record -see chapter 2, section 2.2, pg 6. 'Finding an Individual Member' for how to do this.

**Step 1:** At the individual member's Overview page, you will see that there is a scroll bar available at the right-hand side of the screen. Hover your cursor over the scroll bar and drag the screen down.

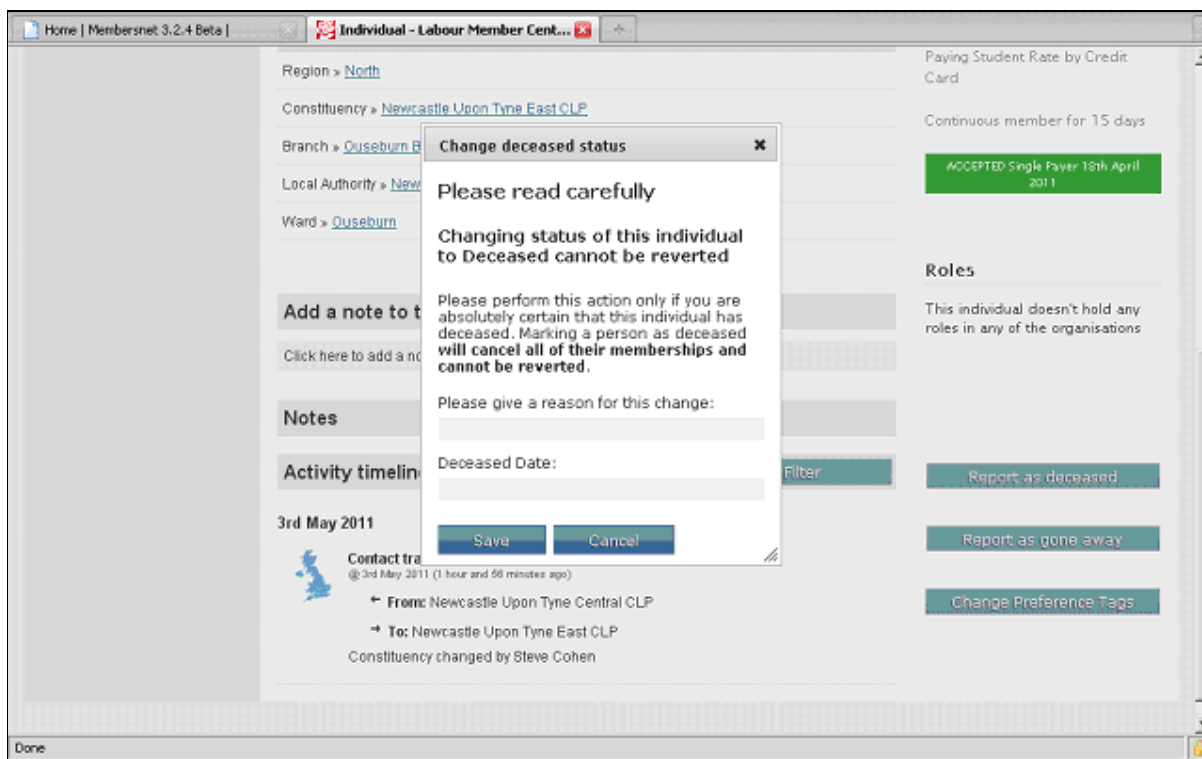


*N.B you should automatically be directed to the Overview page of the member's record when you first select their contact name from the search engine. To navigate back to this page all you need to do is select General and Overview from the menu on the left-hand side of whichever screen you are on (from within a member's record).*

**Step 2:** At the bottom right of the Overview page, click on the 'Report as deceased' button.



**Step 3:** A message will automatically pop-up informing you that this action is irreversible. You are also required to confirm how this was communicated and the date the member died. Once you have entered this information, click 'Save'.



The member's membership and contact statuses will instantly be recorded as cancelled and no further contact will be made with this member from the national party.

**N.B** it is recommended that local parties always create new membership lists for any communication or campaign to be carried out in order to prevent accidental contact with the recently deceased.

## 2.7. Reporting a Member as having Gone Away

To notify the Party that a member is no longer at the address listed on MemberCentre but you do not have their new address details, you can report a member as having 'Gone Away'. To do this you first need to open the member's contact record -see chapter 2, section 2.2, pg 6. 'Finding an Individual Member' for how to do this.

**Step 1:** As illustrated above in 'Step One' of 'Reporting a Member as Deceased', you will see that there is a scroll bar available at the right-hand side of the individual member's Overview page screen. Hover your cursor over the scroll bar and drag the screen down.

**Step 2:** At the bottom right of the Overview page, click on the 'Report as gone away' button (see overleaf).



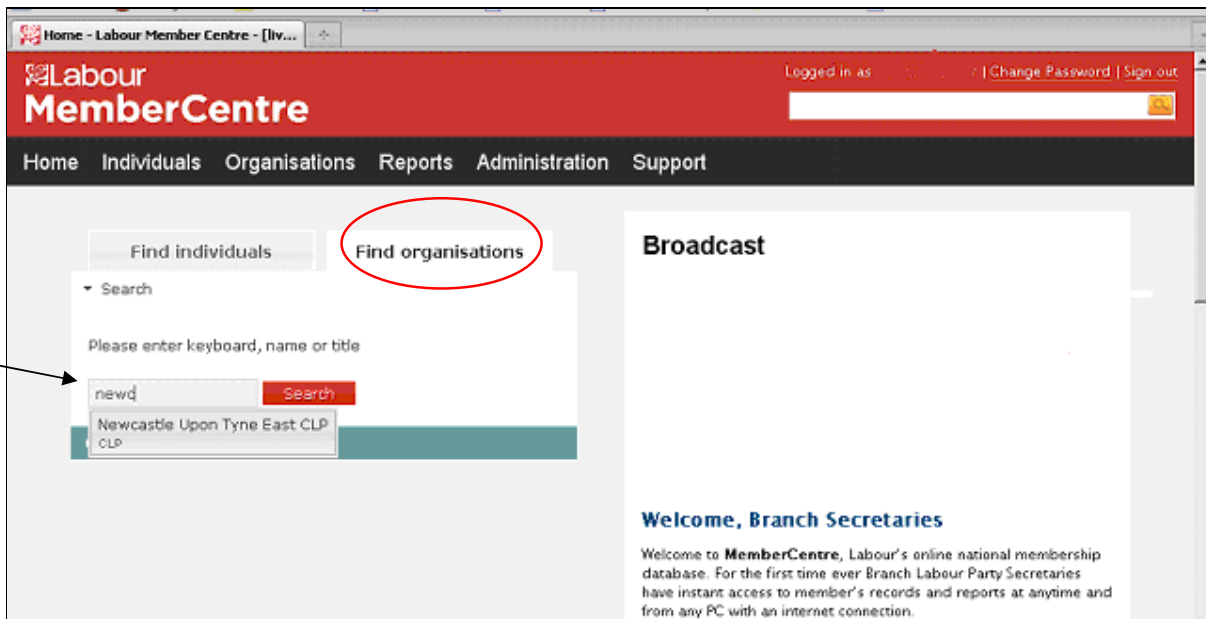
## 2.8. Find Organisations

As a local user you can search for the profile record of any organisation that you are a part of. In most cases this is your Regional Office, Constituency Labour Party, Branches, Local Authority and Wards. The profile pages list the organisation's Key Contacts (party officers, staff and elected representatives) with their contact details; and the office address and contact details.

There are two ways in which you can find an organisation, either by using the quick search engine 'Find Organisations' at the Homepage or via the 'Organisations' pages from the menu running across the top of whichever screen you are on - see *chapter 2 'Organisations'* on page 22 for guidance on the Organisations functionality.

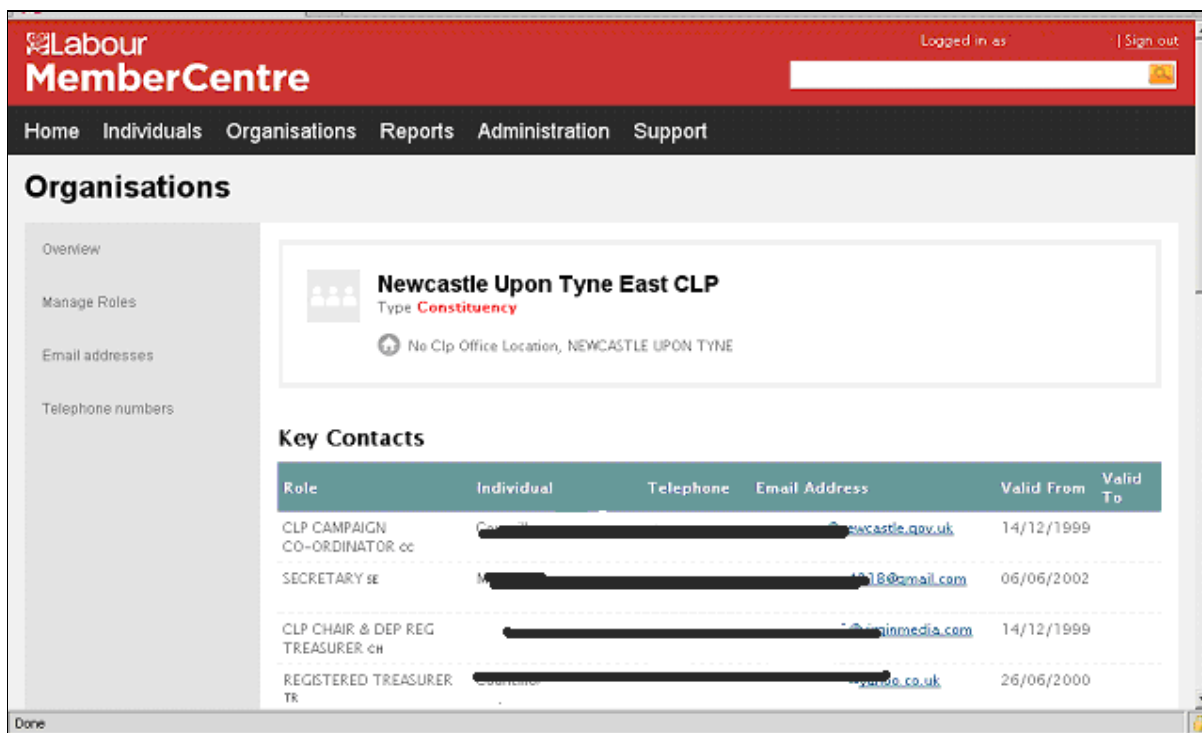
### Find Organisations

**Step 1:** Begin to type the name of the organisation you wish to find within the search box of the 'Find Organisations' tab. As you type, possible matches will auto-complete in a drop-down box for you to select the matching record. Alternatively, you can click on the search button to retrieve a full list of all the possible matching records.



**Step 2:** Select the matching result to open the organisation's profile.

Organisation overview page:



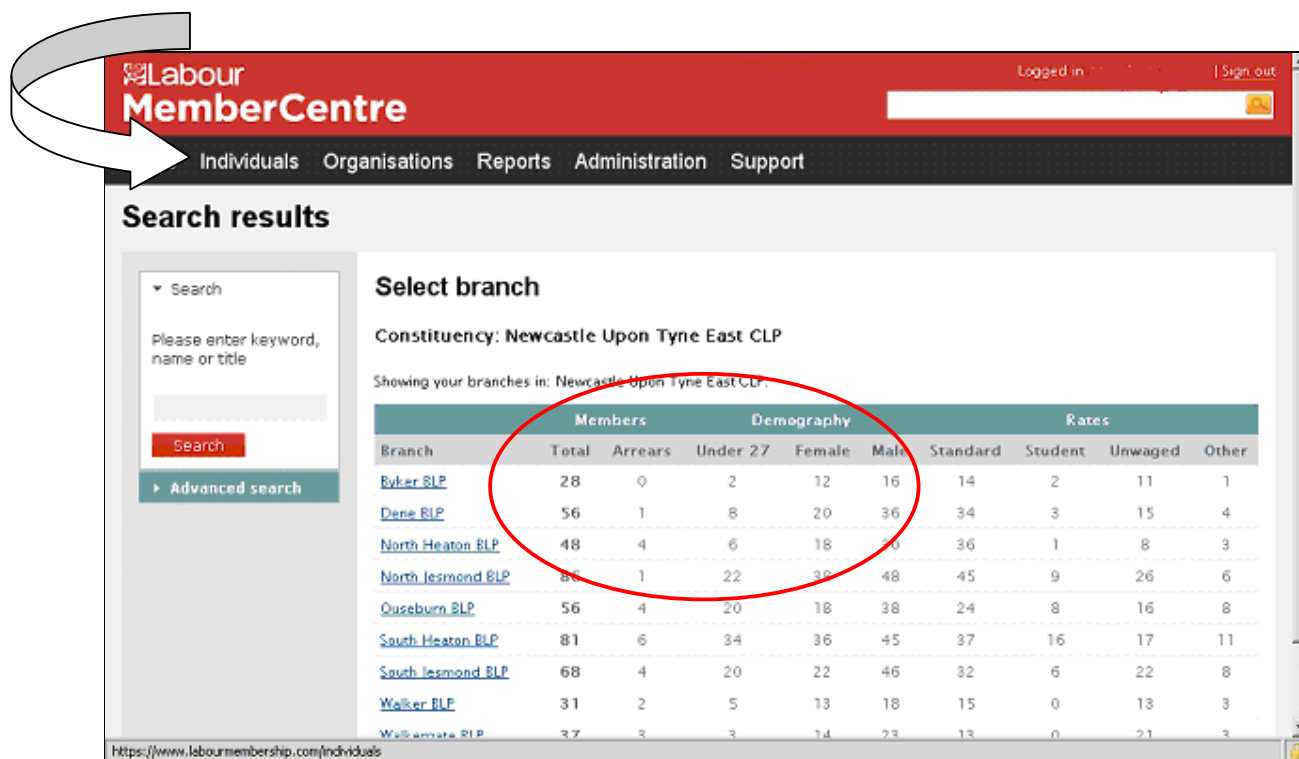
The screenshot shows the Labour MemberCentre interface. At the top, there's a red header with the Labour logo and 'MemberCentre' text. A navigation bar below it contains links: Home, Individuals, Organisations, Reports, Administration, and Support. The main content area is titled 'Organisations' and features a sidebar with links: Overview, Manage Roles, Email addresses, and Telephone numbers. The main content displays the profile for 'Newcastle Upon Tyne East CLP', identified as a 'Constituency'. It notes 'No Clp Office Location, NEWCASTLE UPON TYNE'. Below this is a 'Key Contacts' table.

Role	Individual	Telephone	Email Address	Valid From	Valid To
CLP CAMPAIGN CO-ORDINATOR cc	[Redacted]	[Redacted]	<a href="mailto:[Redacted]@newcastle.gov.uk">[Redacted]@newcastle.gov.uk</a>	14/12/1999	
SECRETARY se	[Redacted]	[Redacted]	<a href="mailto:[Redacted]@18@gmail.com">[Redacted]@18@gmail.com</a>	06/06/2002	
CLP CHAIR & DEP REG TREASURER ch	[Redacted]	[Redacted]	<a href="mailto:[Redacted]@spinmedia.com">[Redacted]@spinmedia.com</a>	14/12/1999	
REGISTERED TREASURER TR	[Redacted]	[Redacted]	<a href="mailto:[Redacted]@yando.co.uk">[Redacted]@yando.co.uk</a>	26/06/2000	

## 3. Individuals

### 3.1. Introduction

Within the menu bar running across the top of the screen, you will see a heading for 'Individuals'. This functionality has been designed so that you can quickly and easily see a list of all of your current members by branch. The lists are available for you to view online; export into a spreadsheet, such as Microsoft Excel; or even send directly to your printer.



**Labour MemberCentre**

Logged in: [Name] | Sign out

Individuals Organisations Reports Administration Support

### Search results

Search

Please enter keyword, name or title

Search

Advanced search

### Select branch

Constituency: Newcastle Upon Tyne East CLP

Showing your branches in: Newcastle Upon Tyne East CLP.

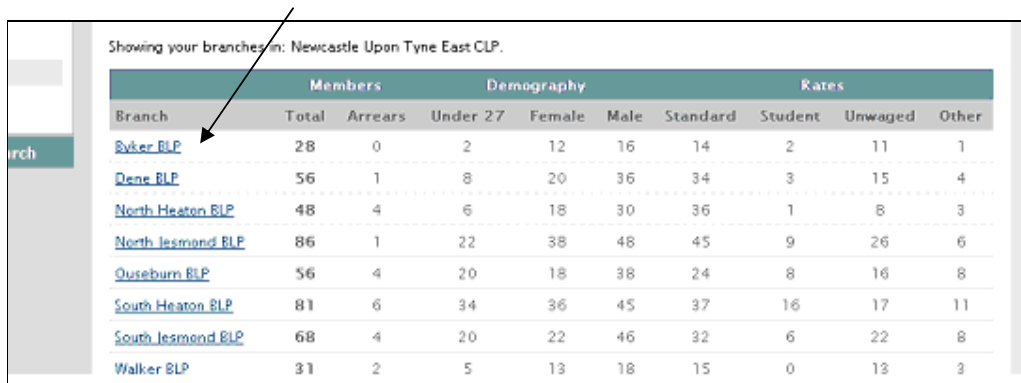
Branch	Members		Demography			Rates			
	Total	Arrears	Under 27	Female	Male	Standard	Student	Unwaged	Other
<a href="#">Byker BLP</a>	28	0	2	12	16	14	2	11	1
<a href="#">Dene BLP</a>	56	1	8	20	36	34	3	15	4
<a href="#">North Heaton BLP</a>	48	4	6	18	30	36	1	8	3
<a href="#">North Jesmond BLP</a>	86	1	22	38	48	45	9	26	6
<a href="#">Ouseburn BLP</a>	56	4	20	18	38	24	8	16	8
<a href="#">South Heaton BLP</a>	81	6	34	36	45	37	16	17	11
<a href="#">South Jesmond BLP</a>	68	4	20	22	46	32	6	22	8
<a href="#">Walker BLP</a>	31	2	5	13	18	15	0	13	3
<a href="#">Wallington BLP</a>	37	3	3	14	23	13	0	21	3

https://www.labourmembership.com/individuals

The first page that you will be directed to displays a list of the Branch Labour Parties (BLPs) that you have access to. Headline membership figures are displayed for each of the branches, so that you can quickly identify any changes.

### 3.2. Branch Membership Lists

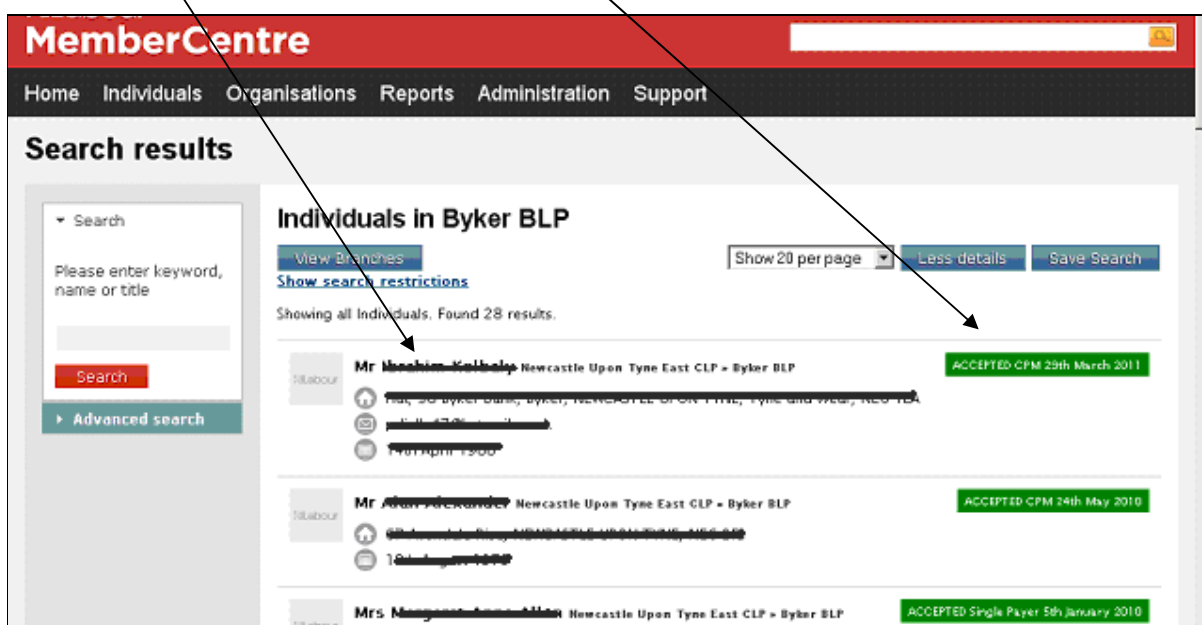
**Step 1:** To view a list of current members in a particular branch, click on the corresponding branch name within the table - *the branch names are highlighted in blue which means that they are hyperlinks to other pages.*



Showing your branches in: Newcastle Upon Tyne East CLP.

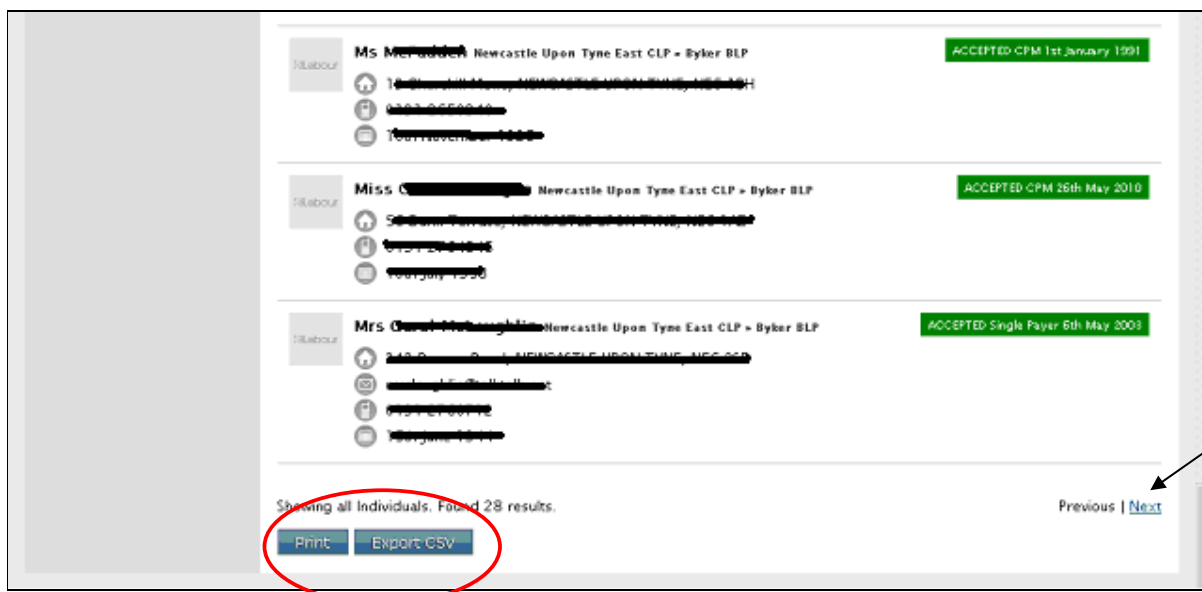
Branch	Members		Demography			Rates			
	Total	Arrears	Under 27	Female	Male	Standard	Student	Unwaged	Other
<a href="#">Byker BLP</a>	28	0	2	12	16	14	2	11	1
<a href="#">Dene BLP</a>	56	1	8	20	36	34	3	15	4
<a href="#">North Heaton BLP</a>	48	4	6	18	30	36	1	8	3
<a href="#">North Jesmond BLP</a>	86	1	22	38	48	45	9	26	6
<a href="#">Ouseburn BLP</a>	56	4	20	18	38	24	8	16	8
<a href="#">South Heaton BLP</a>	81	6	34	36	45	37	16	17	11
<a href="#">South Jesmond BLP</a>	68	4	20	22	46	32	6	22	8
<a href="#">Walker BLP</a>	31	2	5	13	18	15	0	13	3

**Step 2:** You will now be presented with a list of the current members within the selected branch. You can choose to have the list presented to you as a simple list of names by clicking on the 'Less details' button, otherwise the default presentation includes the basic contact details, membership status and join date of each member.



From here you can click on a member's name and be automatically taken to their membership record. Clicking the 'back' button on your browser should take back to the list.

**Step 3:** Scroll down to the bottom of the list/page to navigate through the list of members as the default number of members listed per page is 20. At the bottom of the page you will also see two options to either print the list or export it to CSV (this stands for Comma Separated Value and simply means into a spreadsheet onto your PC/device).

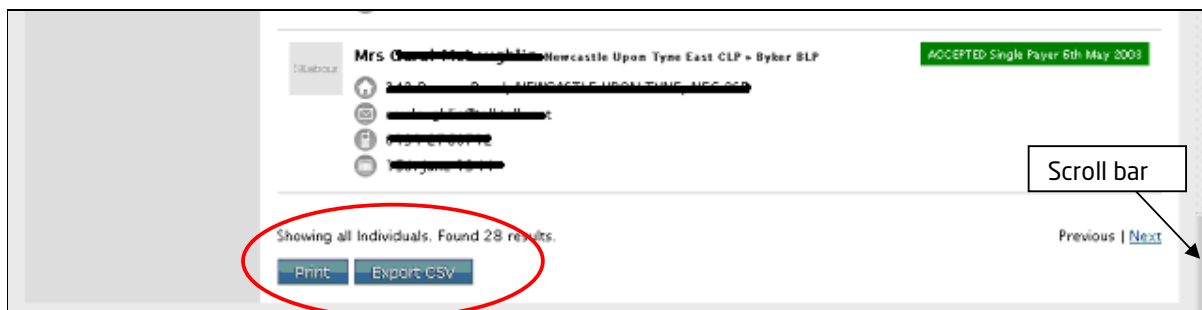


**N.B** for full constituency membership lists please see pg 29 for the Reports functionality.

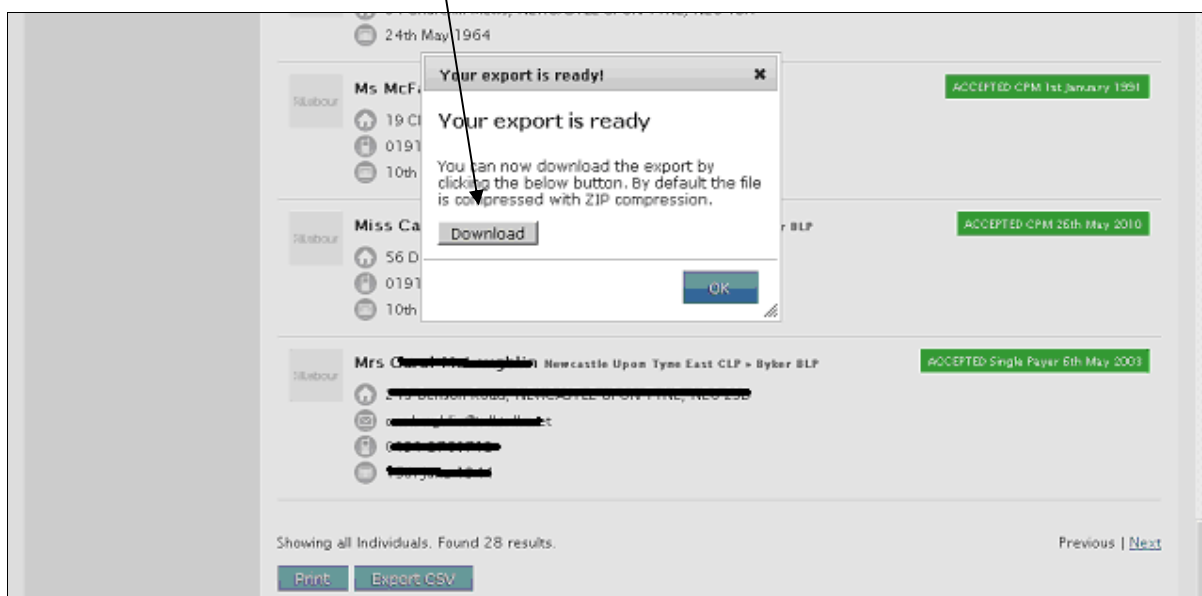
### 3.3. Exporting Membership Lists to your PC

You can create lists of members or contacts via the Advanced Search, Individuals or Reports pages of MemberCentre. When you have selected a list via Advanced Search or Individuals, you can export the data into a spreadsheet (such as Microsoft Excel or Access) using the 'Export CSV' button, located at the bottom of the list/report that you have selected.

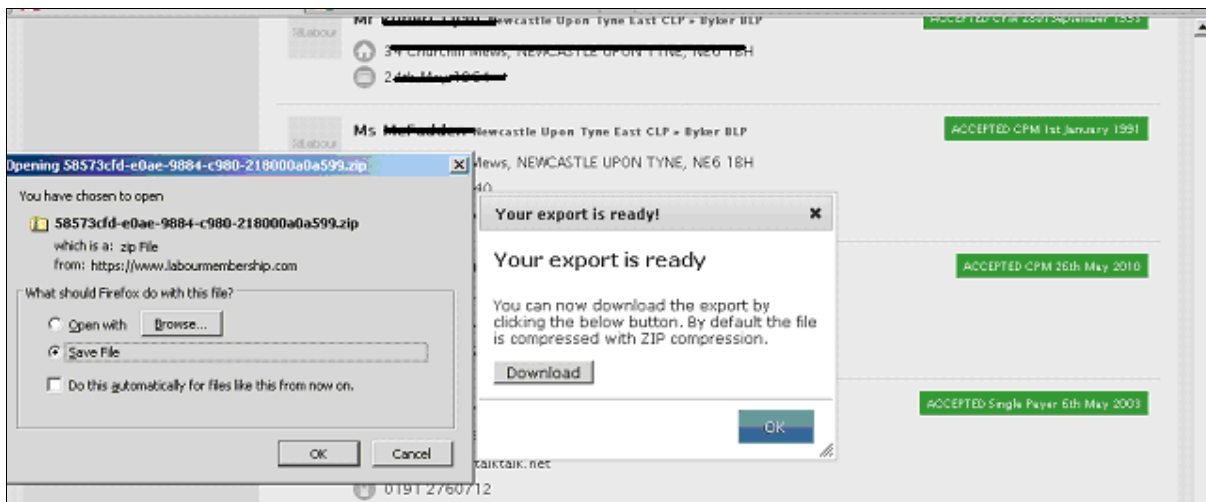
**Step 1:** Click on the 'Export CSV' button at the bottom of the list that you have just created by scrolling down the page. See chapter 3, 3.2, pg 18; Branch Membership Lists for instructions on how to select a list of your current members.



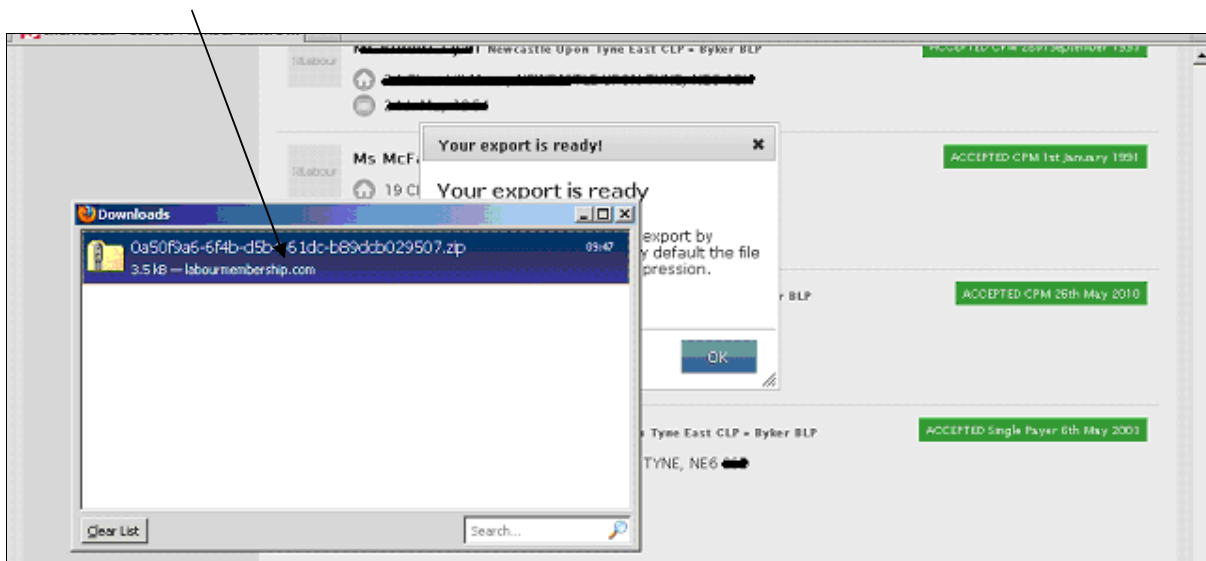
**Step 2:** A pop-up box will automatically appear asking you to download the exported data file. Click on the 'Download' button.



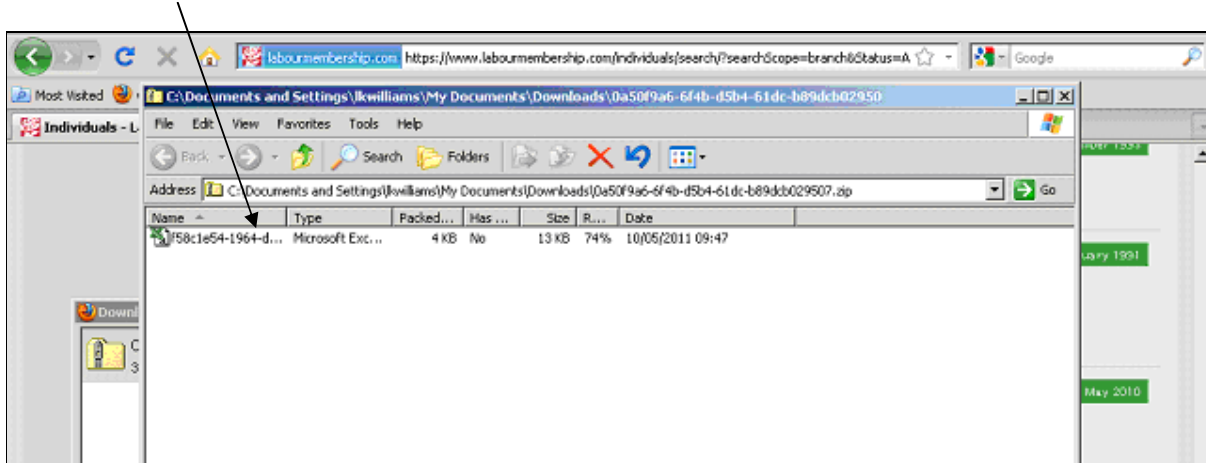
**Step 3:** After a couple of seconds another pop-up box will appear prompting you to open or save the file. Select 'Save File' and then click 'OK'.



**Step 4:** A 'Downloads' box will appear; double click on the zipped file entitled labourmembership.com.



**Step 5:** Double click on the file name to open the spreadsheet. It should automatically default to open in Microsoft Excel. Your spreadsheet should now open.





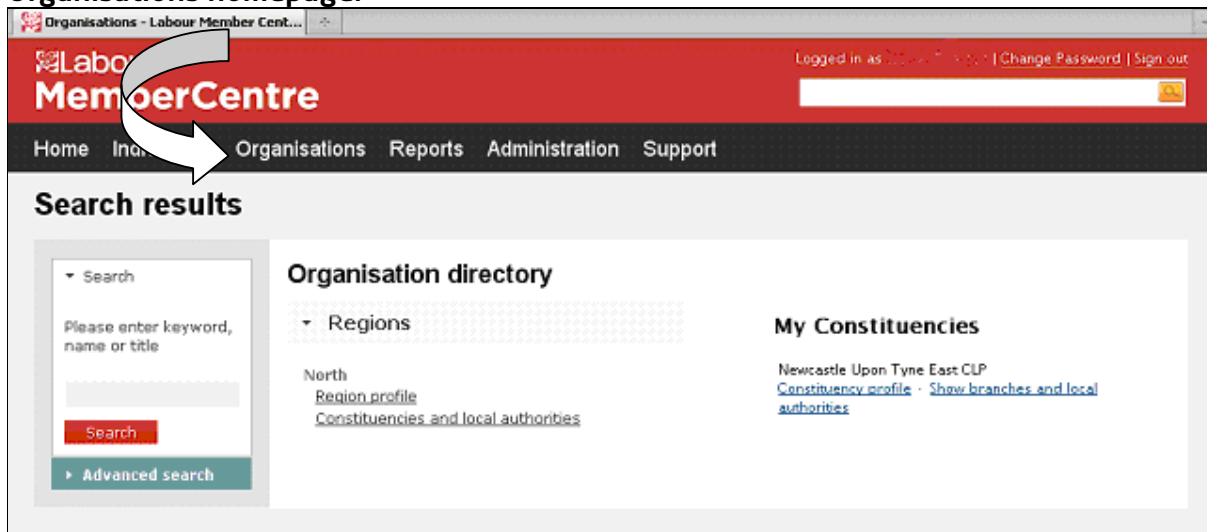
## 4. Organisations

### 4.1 Introduction

The Organisations functionality acts as a directory for all the organisations that are linked to your constituency. You would use Organisations to look-up the contact details of your offices (such as your Region, Constituency, Local Authority or branches) and your post holders or 'key contacts'.

From within an organisation's directory or 'profile page' you can update the roles that are held and the email and telephone numbers of your key contacts. You can also link through to the membership records of any of the key contacts linked to that organisation.

#### Organisations homepage:

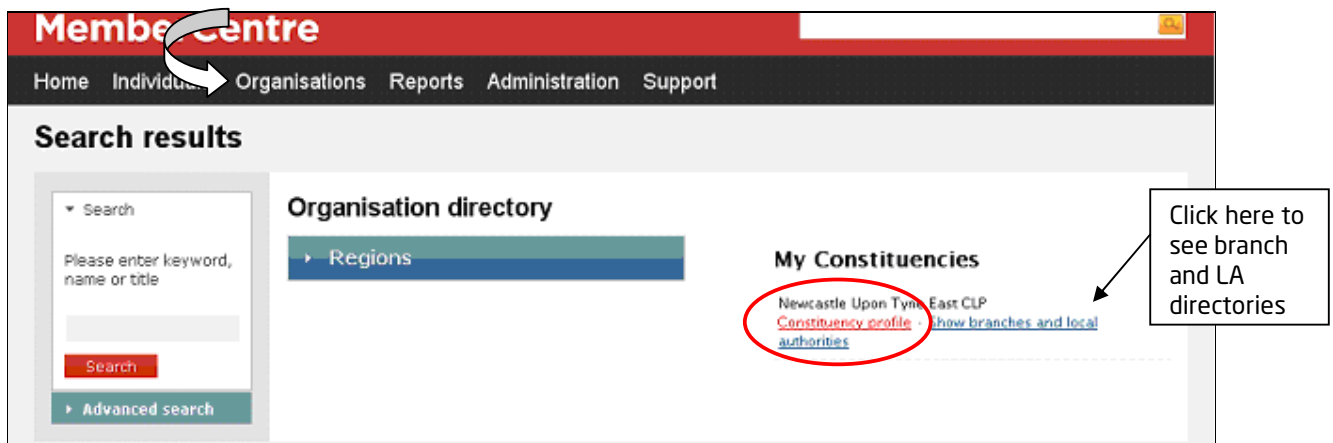


### 4.2 Organisation directory

By clicking on the 'Regions' heading from the Organisations directory page, you can access the profile pages of your regional office or the constituencies and local authorities that you have access to. At the right hand side of the screen there is a quick link option to the constituency and branch profile pages that you are the secretary or key contact for.

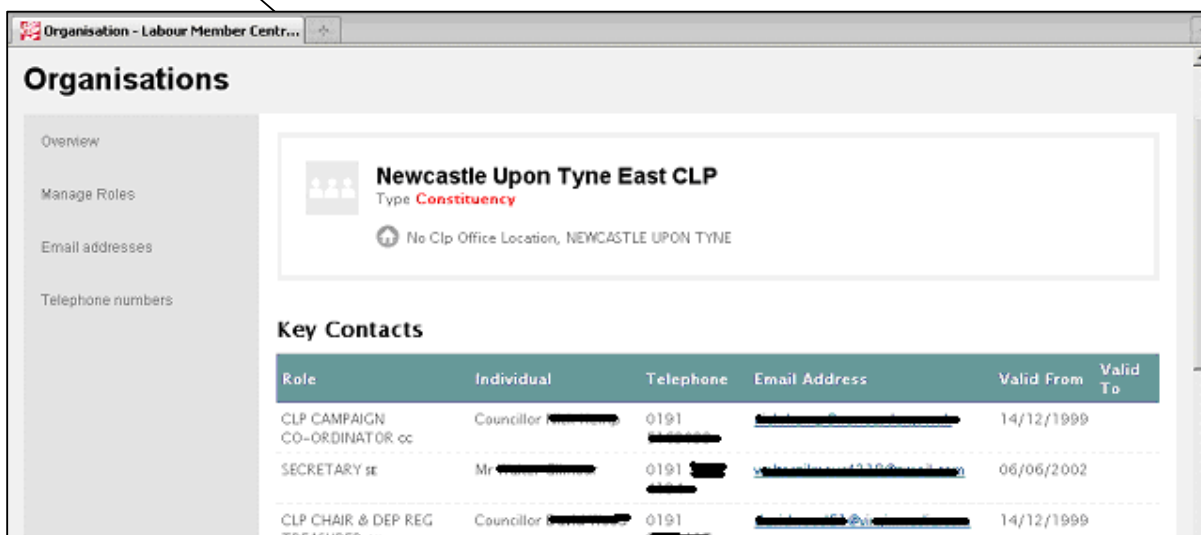
#### 4.2.1. Constituency profile

**Step 1:** To look up the directory of your constituency, click on 'Constituency profile' under the heading 'My Constituencies'.



**Step 2:** At the overview page of the constituency profile you are presented with a list of your role holders divided into Key Contacts and Other Staff. 'Key Contacts' are the roles that you are required to fill with officers and 'Other Staff' includes roles that are more temporary or campaign specific.

**Tip:** From this page you can also email your contacts directly by clicking on the individual's email address.



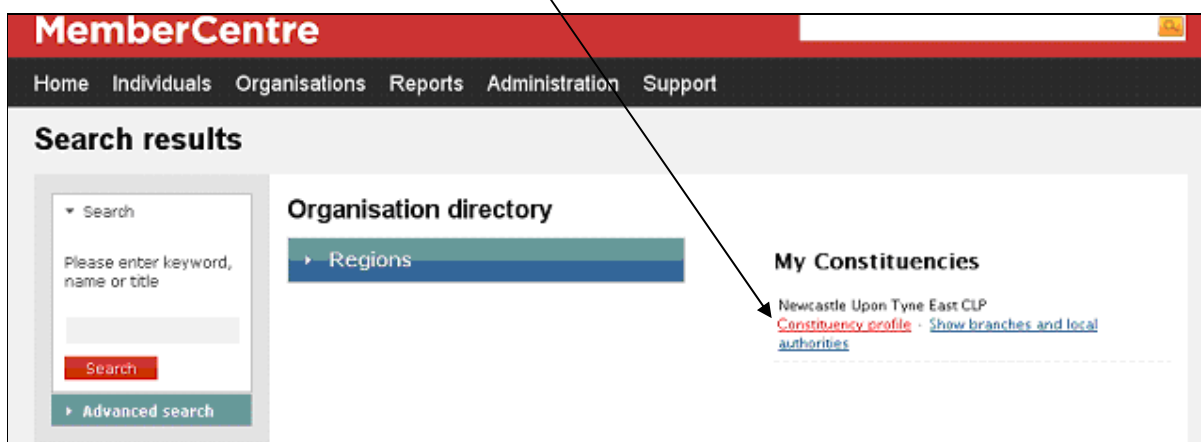
Role	Individual	Telephone	Email Address	Valid From	Valid To
CLP CAMPAIGN CO-ORDINATOR cc	Councillor [redacted]	0191 [redacted]	[redacted]	14/12/1999	
SECRETARY se	Mr [redacted]	0191 [redacted]	[redacted]	06/06/2002	
CLP CHAIR & DEP REG TREASURER cu	Councillor [redacted]	0191 [redacted]	[redacted]	14/12/1999	

N.B. if you would like a printed report of your role holders, go to the 'Reports' functionality; select 'Role Holder Reports' and then 'Constituency profile' from the list of standard reports available on the left hand-side of the Reports screen.

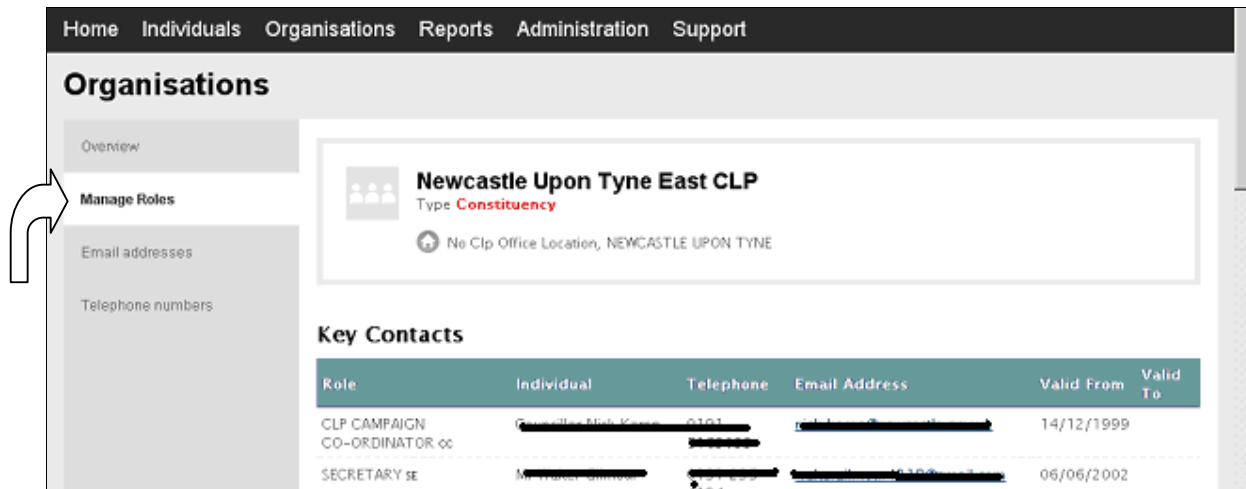
#### 4.2.2. Manage Roles - Amending your post holders

**Step 1:** Click on 'Organisations' from the main menu running across the top of all screens, and you will be directed to the 'Organisations Directory' page which is divided into two sections; 'Regions' and 'My Constituencies'.

**Step 2:** Under the My Constituencies heading on the right-hand side of the page, click on the 'Constituency Profile' or 'Show branches and local authorities' link depending on the organisation type you wish to update the roles for. For this example, we will be updating a constituency officer.



**Step 3:** From the menu on the left hand side of the Constituency profile page, click on the 'Manage Roles' tab. You will now be directed to a list of roles held within your organisation.



**Organisations**

Overview  
**Manage Roles**  
Email addresses  
Telephone numbers

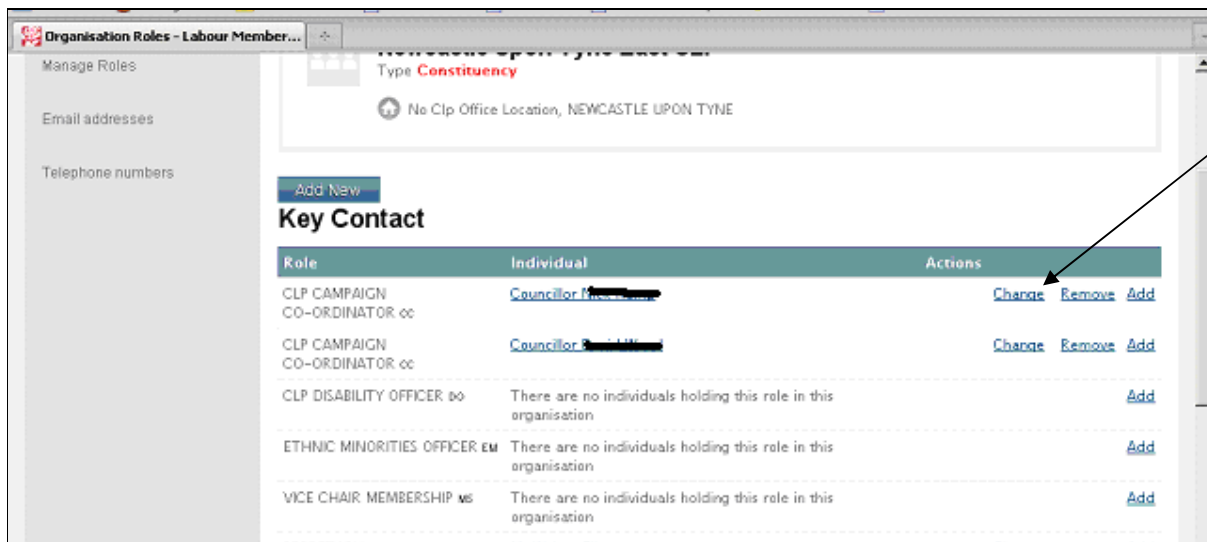
**Newcastle Upon Tyne East CLP**  
Type **Constituency**  
No Clp Office Location, NEWCASTLE UPON TYNE

**Key Contacts**

Role	Individual	Telephone	Email Address	Valid From	Valid To
CLP CAMPAIGN CO-ORDINATOR cc	Councillor Nicky...	0191...	...	14/12/1999	
SECRETARY SE	...	...	...	06/06/2002	

**Step 4:** Displayed alongside the roles, are the names of the officers and a number of options with which to update them; 'Change', 'Remove' and 'Add'. Please note that some roles are mandatory, therefore the 'Remove' option will not be displayed in these circumstances.

To change the officer who holds the role, click on the 'Change' tab that corresponds to the role you wish to update.



**Organisation Roles - Labour Member...**

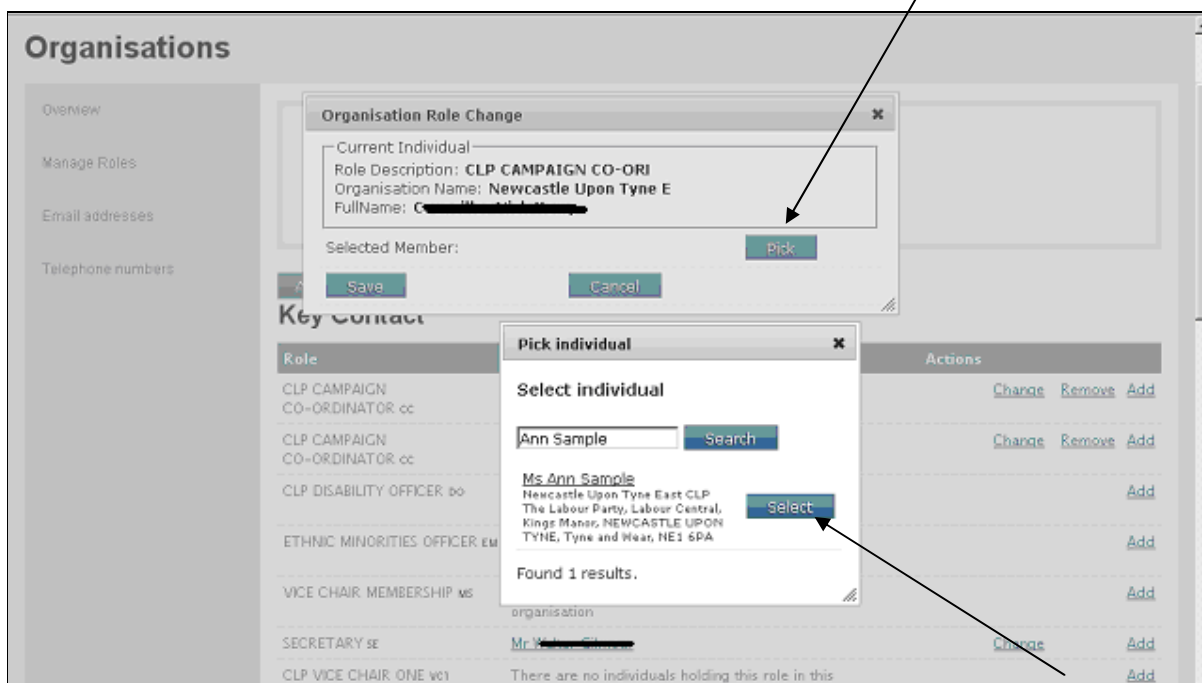
Manage Roles  
Email addresses  
Telephone numbers

**Newcastle Upon Tyne East CLP**  
Type **Constituency**  
No Clp Office Location, NEWCASTLE UPON TYNE

**Key Contact**

Role	Individual	Actions
CLP CAMPAIGN CO-ORDINATOR cc	Councillor Nicky...	<a href="#">Change</a> <a href="#">Remove</a> <a href="#">Add</a>
CLP CAMPAIGN CO-ORDINATOR cc	Councillor Nicky...	<a href="#">Change</a> <a href="#">Remove</a> <a href="#">Add</a>
CLP DISABILITY OFFICER do	There are no individuals holding this role in this organisation	<a href="#">Add</a>
ETHNIC MINORITIES OFFICER em	There are no individuals holding this role in this organisation	<a href="#">Add</a>
VICE CHAIR MEMBERSHIP vs	There are no individuals holding this role in this organisation	<a href="#">Add</a>
SECRETARY se	...	<a href="#">Change</a> <a href="#">Add</a>

**Step 5:** An 'Organisation Role Change' pop-up box will appear. Click on the 'Pick' button to retrieve the membership record of the new officer [N.B. you will need their membership number, full name, postcode or email address]. Depending on the search criteria you entered, you will either be offered an exact record match or a list of possible matches. Select the correct record and then click on the 'Select' button.



**Step 6:** Click 'Save' on the Organisation Role Change pop-up box. *Please note that some roles, such as Secretary, require a mandatory email address. In these cases you will be prompted to enter the address before you can save the change.*



**Step 7:** At the CLP profile page you will now see that the officer of the role has been updated. Follow the steps above 'if a role is needs to be made vacant or if a vacant role has been filled, however, at step 4 either click on the 'Remove' or 'Add buttons respectively.

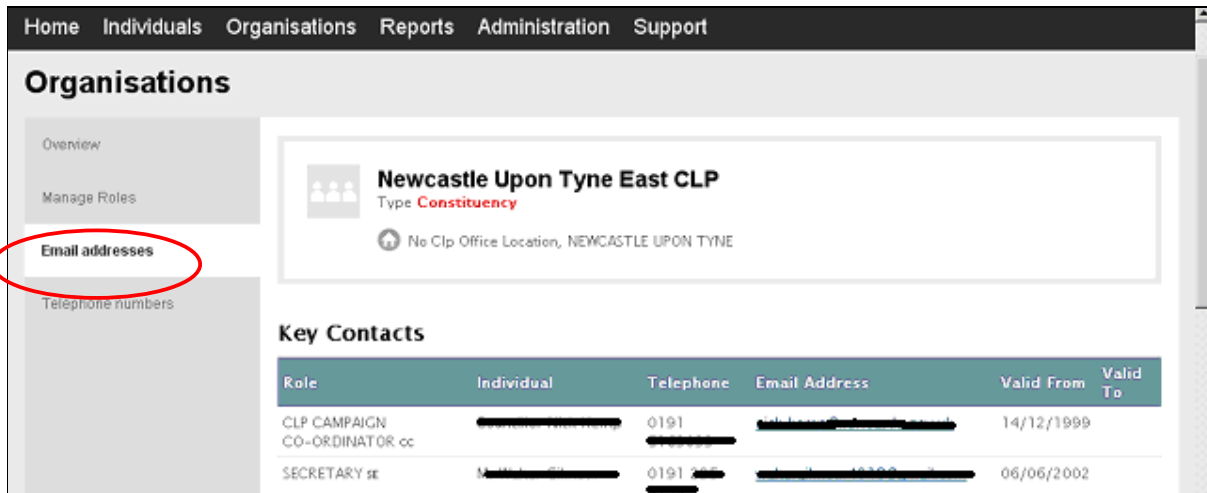
### IMPORTANT NOTICE

When updating a role holder, please take note of who is listed as the Report Recipients, as you may also need to update these at the same time. Report Recipients are listed underneath the Key Contacts as 'Other' and are entitled; MAR Report Recipient (officers who receive the Monthly Action Report), QUA Report Recipient (officers receive the Quarterly Membership Report) and the FIN Report Recipient (officers who receive the Financial Report).

### 4.2.3. Organisation Email Addresses

Constituency and Branch organisations can have a general or office email address listed against their profile pages. To add an email address, follow the instructions below.

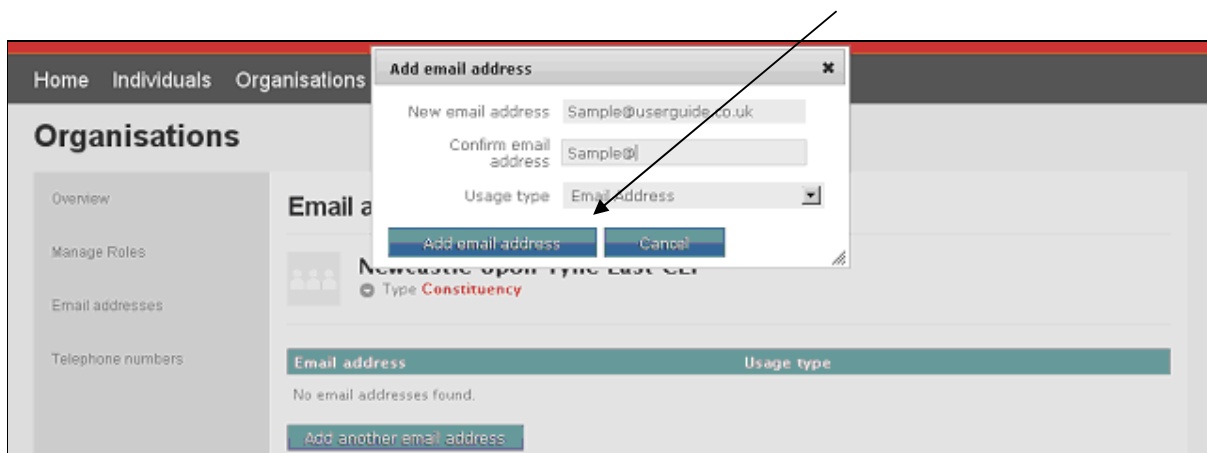
**Step 1:** At the constituency profile page, click on 'Email addresses' from the left hand side menu.



**Step 2:** Click 'Add another email address'.



**Step 3:** A pop-up box will appear for you to enter the address. Then click Add email address.



#### 4.2.4. Organisation Telephone Numbers

Constituency and Branch organisations can have a general or office telephone number listed against their profile pages. To add a telephone number, follow the instructions below.

**Step 1:** At the constituency profile page, click on 'Telephone numbers' from the left hand side menu.

Home Individuals Organisations Reports Administration Support

### Organisations

Overview  
Manage Roles  
Email addresses  
**Telephone numbers**

**Newcastle Upon Tyne East CLP**  
Type **Constituency**  
No Clp Office Location, NEWCASTLE UPON TYNE

#### Key Contacts

Role	Individual	Telephone	Email Address	Valid From	Valid To
CLP CAMPAIGN CO-ORDINATOR cc	Councillor [redacted]	0191 [redacted]	[redacted]	14/12/1999	
SECRETARY SE	Mr [redacted]	0191 [redacted]	[redacted]	06/06/2002	

**Step 2:** Click 'Add another phone number'.

### Organisations

Overview  
Manage Roles  
Email addresses  
Telephone numbers

**Newcastle Upon Tyne East CLP**  
Type **Constituency**

#### Phone numbers

Phone type	Phone number	Usage type
No phone numbers found.		

[Add another phone number](#)

**Step 3:** A pop-box will appear for you to enter the telephone number. If it is a landline, then enter the area code in the STD code box, e.g. 0191 and the remaining digits in the Number box. Don't forget to identify the number as Telephone - General under 'Usage Type'.

### MemberCentre

Home Individuals Organisations

#### Organisations

Overview  
Manage Roles  
Email addresses  
Telephone numbers

**Phone**

No phone numbers found.

[Add another phone number](#)

**Add phone number**

Dialling code

Std code 0191

Number 111 222

Extension

Usage type **Telephone - General**

[Add phone number](#)

Telephone - General  
Fax Number  
Fax - MEP's Brussels  
Fax - MP Constituency  
Fax - House Of Commons  
Labour Work Phone  
Mobile  
Alternative Mobile  
Main Switchboard  
Alternative Home Telephone  
Telephone - Home  
Telephone - PA  
Telephone - Work

**Step 4:** Click Add phone number to complete the process and list the new number.

The screenshot shows the 'Organisations' section of the MemberCentre interface. A modal dialog box titled 'Add phone number' is open, allowing the user to enter phone details. The dialog contains the following fields:

- Dialling code: (empty)
- Std code: 0191
- Number: 111 222
- Extension: (empty)
- Usage type: Telephone - General (selected from a dropdown)

At the bottom of the dialog are two buttons: 'Add phone number' and 'Cancel'. An arrow points from the 'Add phone number' button in the dialog to the 'Add phone number' text in the main page's 'Phone' section.

The main page shows a sidebar with 'Organisations' selected, and a 'Phone' section with a list of phone numbers. The list is currently empty, with the text 'No phone numbers found.' and a button 'Add another phone number'.

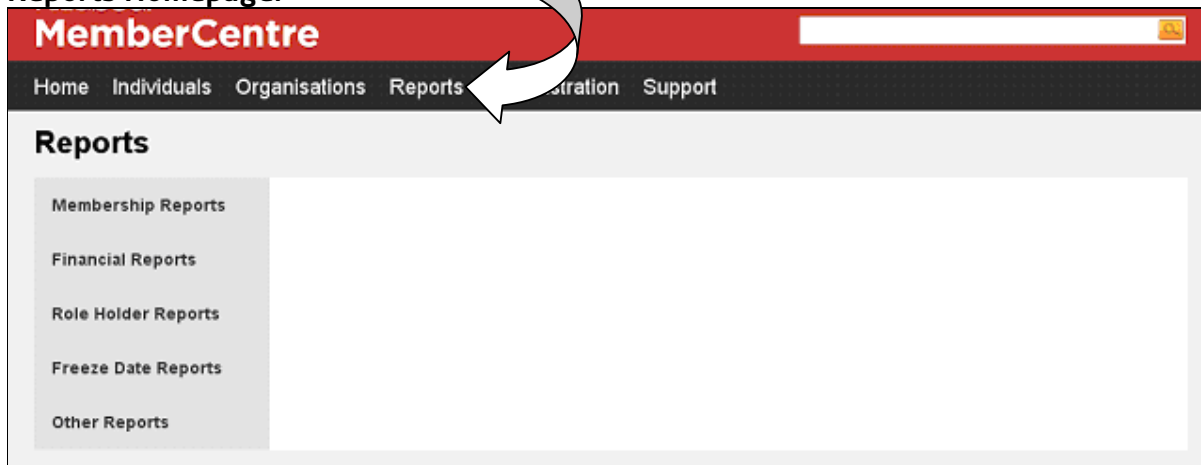
Phone type	Phone number	Usage type
No phone numbers found.		

## 5. Reports

### 5.1. Introduction

At Reports you will find a categorised list of standard membership reports for you to generate and view on-line, or export into a formatted document (e.g. Microsoft Word) or CSV spreadsheet (e.g. Microsoft Excel). The categories include Membership (where you will find reports such as your CLP Membership Report, Membership Action Report, Youth, New and Cancelled Members' Reports); Financial, Role Holder and Freeze Date reports among others.

Reports Homepage:

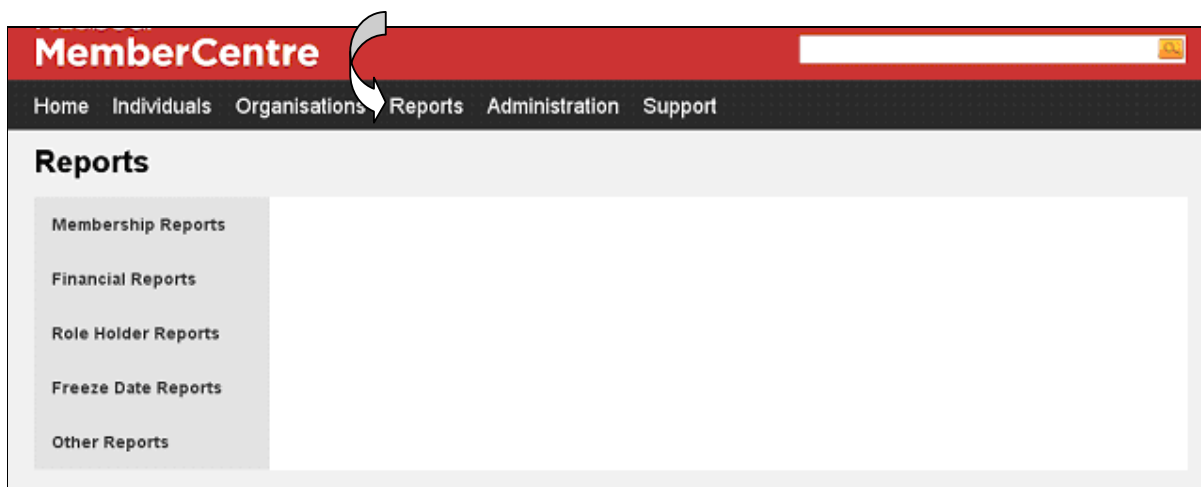


### 5.2. Membership Reports

There are currently nine pre-defined membership reports available to select from and run at any time of the day or month, as many times as you wish. They have been created to help you manage your membership activity and communications. For the purpose of this user guide, we will demonstrate how to run a CLP Membership Report/List, a New Member Report and a Monthly Action Report.

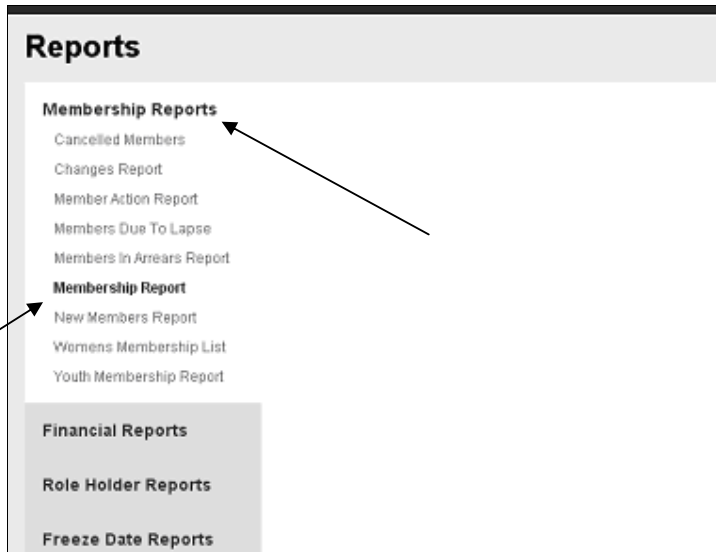
#### 5.2.1. How to run a Membership Report

**Step 1:** at the homepage, click on the 'Reports' tab from the main menu running across the top of the page.

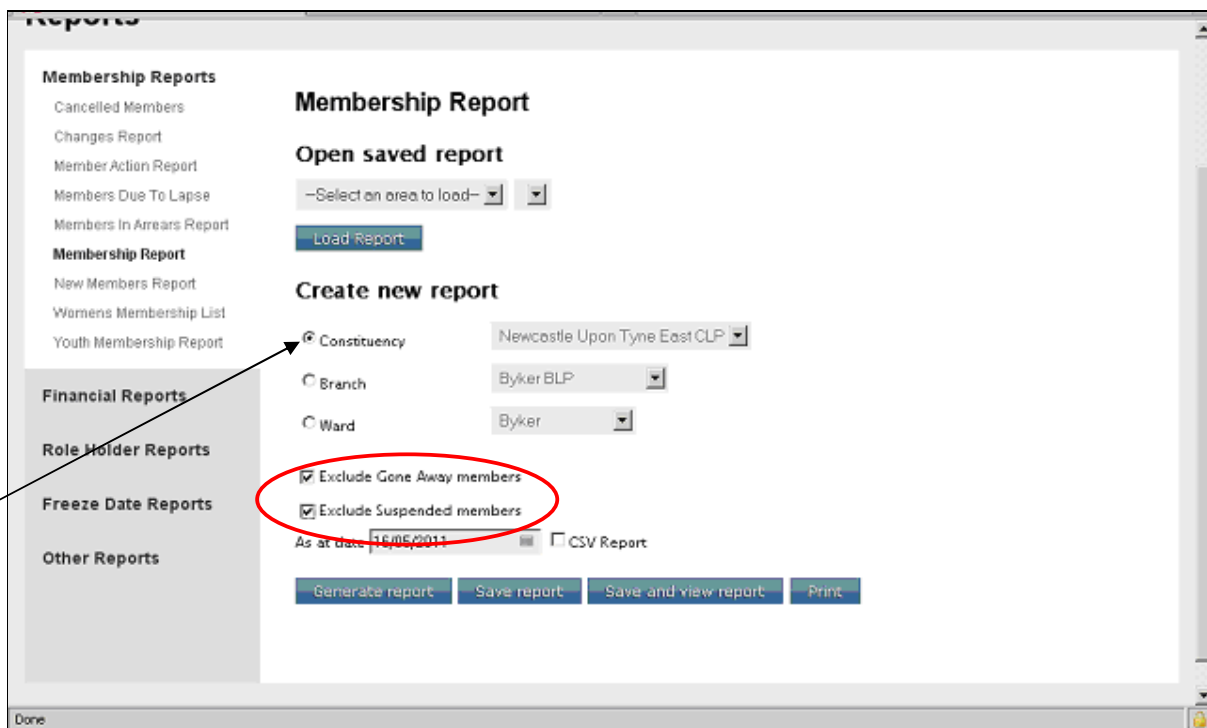




**Step 2:** Click on the report category tab entitled 'Membership Reports' and then the report entitled 'Membership Report'.



**Step 3:** At the 'Membership Report' page, you will see a number of drop-down boxes for you to vary the criteria of the report. As a CLP access user, you will see that you have the option to run a report for your entire CLP, for a single branch or a single Ward by clicking within the circle featured on the left-hand side of 'Constituency', 'Branch' or 'Ward' respectively. At this stage you can also opt to remove members who are recorded as Gone Away or suspended from the report. The date for the report should automatically display the current day's date. *N.B If you want a snap shot of your membership at a previous date you should opt to run a Freeze Date Report.*



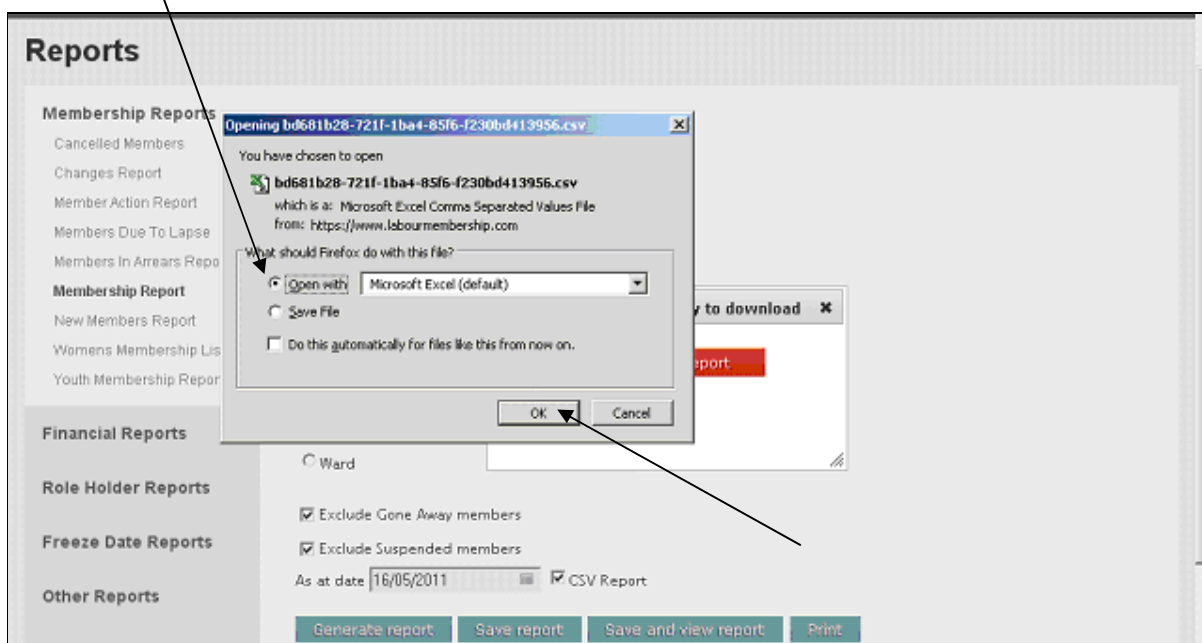
**Step 4:** You can now generate the report. If you would like to export the report into a spreadsheet format, such as Microsoft Excel, then click in the 'CSV Export' tick box and then click 'Generate report'. Alternatively, to view the report online simply click 'Generate Report' without selecting the CSV Export box. Click on the 'Print' button at the top of the online report if you would like to print a copy. *N.B you can save a report at any time and it will remain within the 'Open Saved Report' drop down box for you to retrieve at any time.*

The screenshot shows the 'Reports' interface. On the left is a sidebar with categories: Membership Reports, Financial Reports, Role Holder Reports, Freeze Date Reports, and Other Reports. The 'Membership Report' section is active, showing options to 'Open saved report' (with a dropdown) and 'Create new report'. Under 'Create new report', there are radio buttons for Constituency (selected), Branch, and Ward. Below these are checkboxes for 'Exclude Gone Away members' and 'Exclude Suspended members', both checked. The 'As at date' is set to '16/05/2011'. The 'CSV Report' checkbox is checked and circled in red. At the bottom are buttons for 'Generate report', 'Save report', 'Save and view report', and 'Print'. An arrow points from the 'Generate report' button to the text 'Membershin report' at the bottom of the page.

**Step 5:** If you have chosen to export the report into a spreadsheet, a pop-up box will automatically appear asking you to download the exported data file. Click on the 'Download Report' button.

This screenshot shows the same 'Reports' interface as the previous one, but with a pop-up box overlaid. The pop-up box has the title 'Your report is now ready to download' and a close button (X). Inside the pop-up is a red button labeled 'Download Report'. An arrow points from the 'Download Report' button in the pop-up to the 'Download Report' button in the pop-up.

**Step 6:** A secondary pop-up box will appear asking you to open the file in Microsoft Excel or save the file. To open the file, check that the radio button next to Microsoft Excel has been highlighted and then click on OK.



**Step 7:** A membership report listing all your current members should automatically open as a Microsoft Excel Spreadsheet.

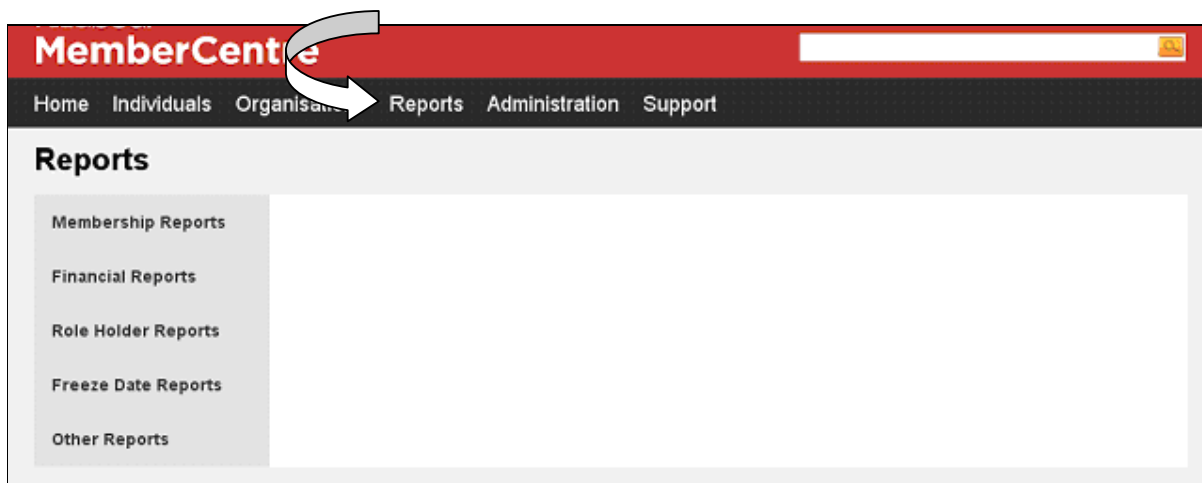
The screenshot shows a Microsoft Excel spreadsheet titled 'Microsoft Excel - bd681b28-721f-1ba4-85f6-f230bd413956.csv [Read-Only]'. The spreadsheet contains a list of members. The columns are: A1, Region Name, A, B, C, D, E, F, G, H, I, J, K, L, M, N, O. The data rows show members from North, Newcastle, 4318 Byker BLF 19410116. The columns H through O contain membership details and names.

A1	Region Name	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Region Na	Region Nu	Constituen	Constituen	Branch Na	Branch Nu	Mths	airs	Membersh	Contact Id	Contact St	Membersh	Contact N	Name	Title	First Name La
2	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
3	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
4	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
5	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
6	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
7	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
8	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
9	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
10	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
11	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
12	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
13	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
14	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						
15	North	2	Newcastle	4318	Byker BLF	19410116			ACTIVE	ACCEPTED						

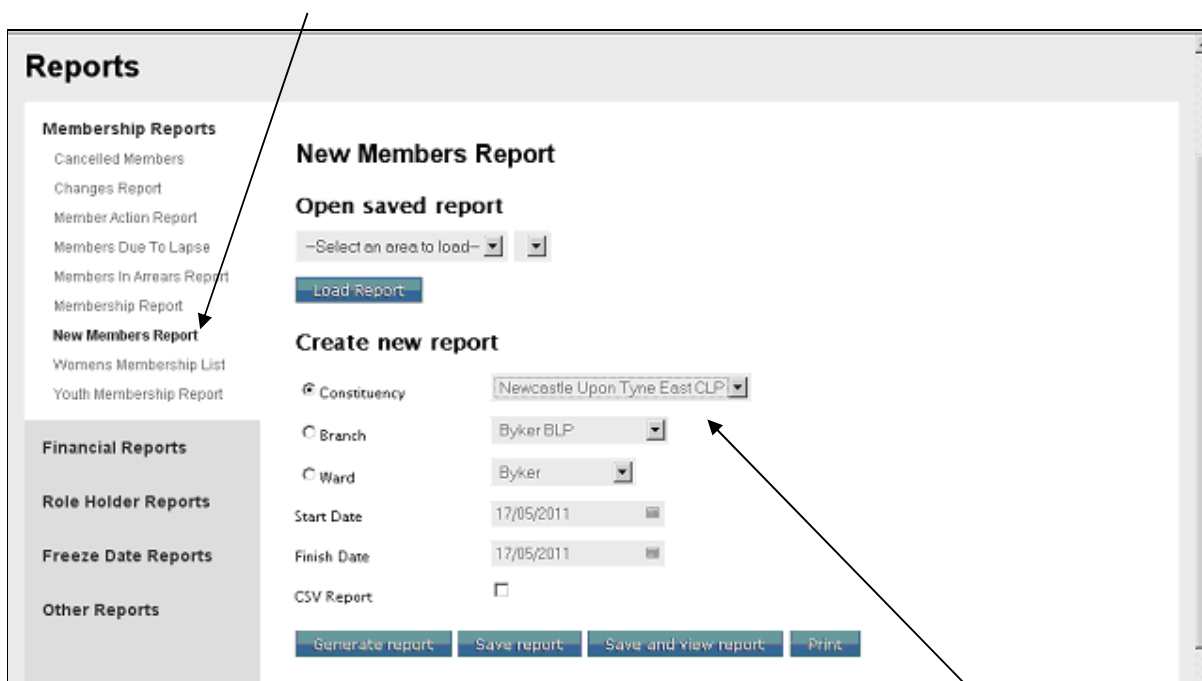
**N.B** see chapter 2, section 2.4; Understanding a Member's Record or chapter 8; Glossary of Terms for an explanation of what a contact status, membership status and renewal date is.

## 5.2.2. How to create a report of new members

**Step 1:** To create a report of newly joined members, click on the 'Reports' tab from the main menu running across the top of the page.



**Step 2:** At the Reports page you will see a list of standard pre-defined reports, click on the 'New Members Report'.



**Step 3:** At the New Members Report page, you will see a number of drop-down boxes to vary the criteria of the report. The 'Constituency' drop-down box should be pre-populated with the CLP that you represent. If it is not, then click on the arrow button at the side of the box and select your CLP. As with the Membership Report, you can opt to select all new members within your CLP, a Branch of your CLP or a Ward within your constituency.

**Step 4:** you can now select a date range for the report – for example, if you would like to pull off a list of all new members who have joined in the last two months, you would click on the calendar icon at right hand side of the 'Start Date' drop-down box, scroll back through the months by clicking on the left pointing arrow at the top of the pop-up calendar

and click on the required date (ensure you have the correct year). The 'Finish Date' drop-down box should be pre-populated with the current day's date. You can amend this to any date after the Start Date you have entered.

Members In Arrears Report  
Membership Report  
**New Members Report**  
Womens Membership List  
Youth Membership Report

**Financial Reports**

**Role Holder Reports**

**Freeze Date Reports**

**Other Reports**

**Create new report**

☒ Constituency  
☐ Branch  
☐ Ward

Start Date: 17/05/2011

Finish Date: 17/05/2011

CSV Report: ☐

**Calendar icon**

Generate report Save report Save and view report Print

**Step 5:** Now generate the report. If you would like to export the list of new members into a spreadsheet format, such as Microsoft Excel, then click on the 'CSV Export' box and then click on the 'Generate report' button. Alternatively, if you would like to view the list as a formatted document for printing, simply click 'Generate Report' without selecting the CSV Export box and then click on the 'Print' button at the top of the report. *See chapter 5, section 5.2.1 How to run a Membership Report for further instructions on how to export the report into Microsoft Excel.*

### 5.2.3. What is a Membership Action Report (MAR)?

The Member Action Report details all of the changes that have taken place within your CLP membership. The report lists details of new joiners, members who have lapsed, resigned or Gone Away and members who have moved into your CLP from another, as well as transferred out of your CLP. The MAR report can be generated at any time and within any date parameters that you choose.

**Reports**

**Membership Reports**

Cancelled Members  
Changes Report  
**Member Action Report**  
Members Due To Lapse  
Members In Arrears Report  
Membership Report  
New Members Report  
Womens Membership List  
Youth Membership Report

**Financial Reports**

**Role Holder Reports**

**Member Action Report**

**Open saved report**

--Select an area to load--

☒ Check to load HTML report as a doc

Load Report

**Create new report**

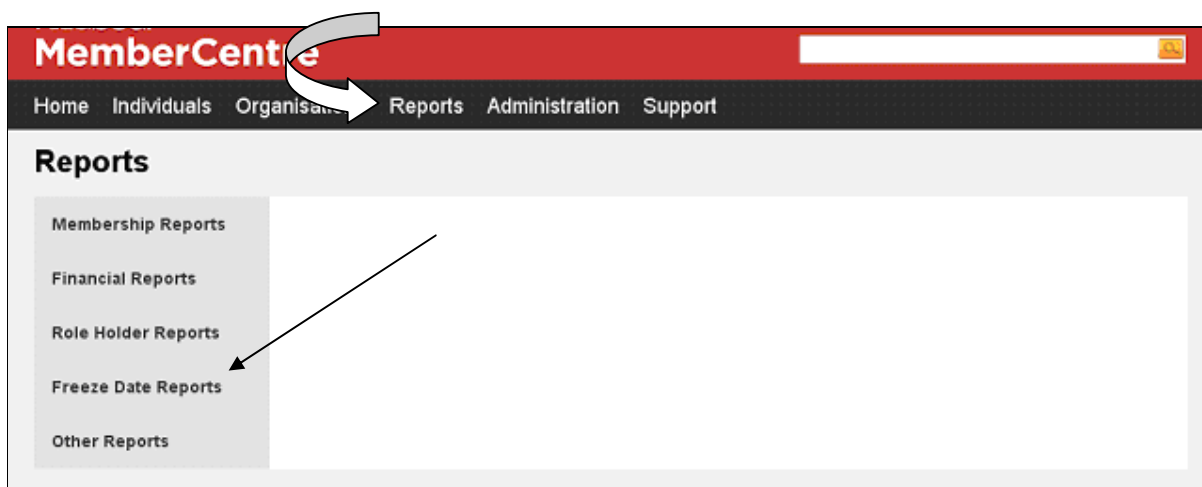
☒ Constituency: Newcastle Upon Tyne East CLP  
☐ Branch: Byker BLP  
☐ Ward: Byker

### 5.3. How to Create a Freeze Date Report

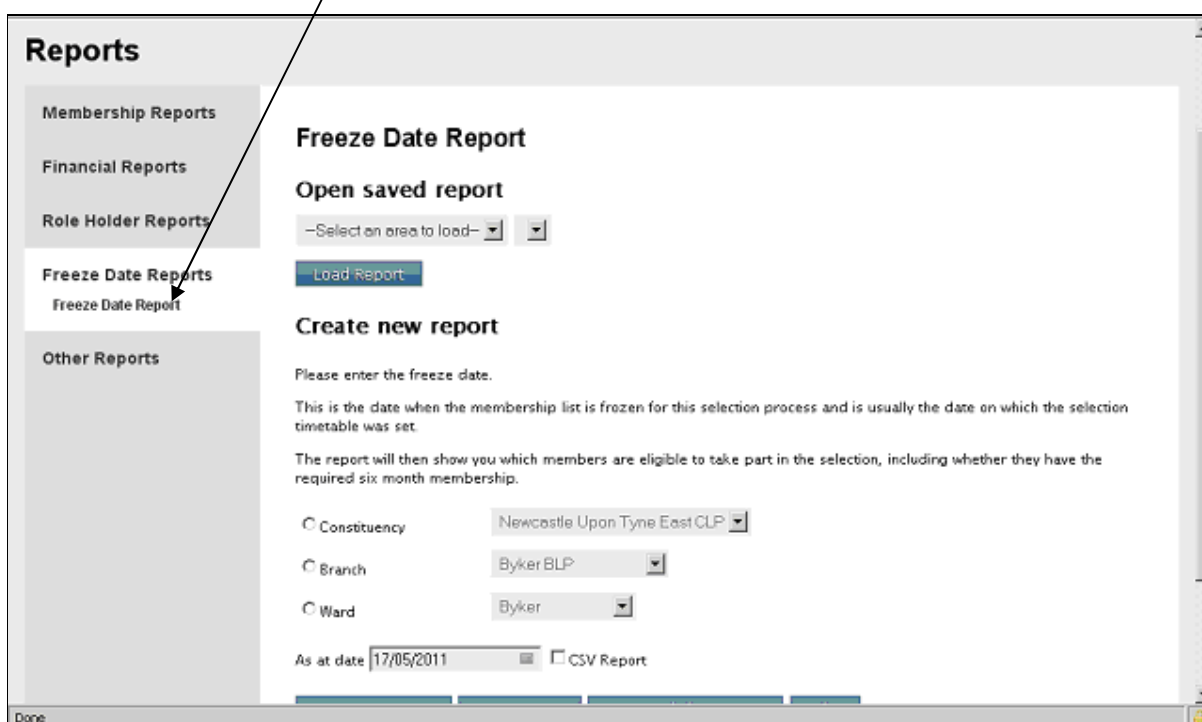
Freeze date reports are created when a selection ballot for a local candidate begins. The freeze data is the date when the membership list is frozen for the purposes of a selection process. This date will have been set out in the timetable for the specific selection taking place.

The report lists all the members in the CLP indicating who is eligible to take part in the selection, including whether they have the required six months membership.

**Step 1:** To create a Freeze Date Report, click on the 'Reports' tab from the main menu running across the top of the page and then click on 'Freeze Date Reports' from the sub-menu at the left hand side of the page.



**Step 2:** Click on Freeze Date Report.



**Step 3:** At the Freeze Date Report homepage, you will see a number of drop-down boxes to vary the criteria of the report. The 'Constituency' drop-down box should be pre-populated with the CLP that you represent. If it is not, then click on the arrow button at the side of the box and select your CLP. You can opt to run the report for your whole CLP, a Branch within your CLP or a Ward within your constituency.

**Role Holder Reports**

**Freeze Date Reports**

Freeze Date Report

**Other Reports**

**Create new report**

Please enter the freeze date.

This is the date when the membership list is frozen for this selection process and is usually the date on which the selection timetable was set.

The report will then show you which members are eligible to take part in the selection, including whether they have the required six month membership.

☐ Constituency Newcastle Upon Tyne East CLP

☐ Branch Byker BLP

☒ Ward

As at date 17/05/2011

**Step 4:** You can now select the date when the membership list is frozen from (not six months previous to this date). Click on the calendar icon at right hand side of the 'As at Date', and a calendar box will pop-up. Scroll back through the months if necessary, by clicking on the left pointing arrow at the top of the pop-up calendar and click on the required date.

**Financial Reports**

**Role Holder Reports**

**Freeze Date Reports**

Freeze Date Report

**Other Reports**

**Create new report**

Please enter the freeze date.

This is the date when the membership list is frozen for this selection process and is usually the date on which the selection timetable was set.

The report required s April 2011

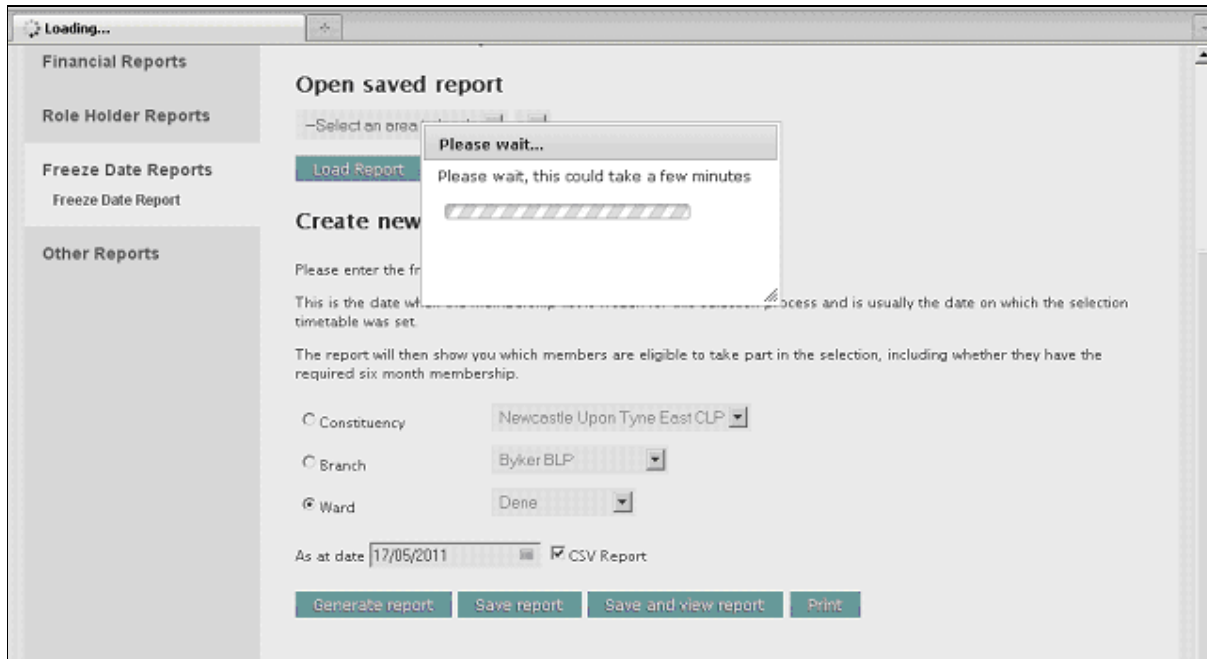
☐ Constituency Newcastle Upon Tyne East CLP

☐ Branch Byker BLP

☒ Ward

As at date 17/05/2011

**Step 5:** Now generate the report. If you would like to export the list of new members into a spreadsheet format, such as Microsoft Excel, then click on the 'CSV Export' box and then click on the 'Generate report' button as demonstrated below. Alternatively, if you would like to view the list as a formatted document for printing, simply click 'Generate Report' without selecting the CSV Export box and then click on the 'Print' button at the top of the report. *See chapter 5, section 5.2.1 How to run a Membership Report for further instructions on how to export the report into Microsoft Excel.*





## 6. Local Attributes - Tags

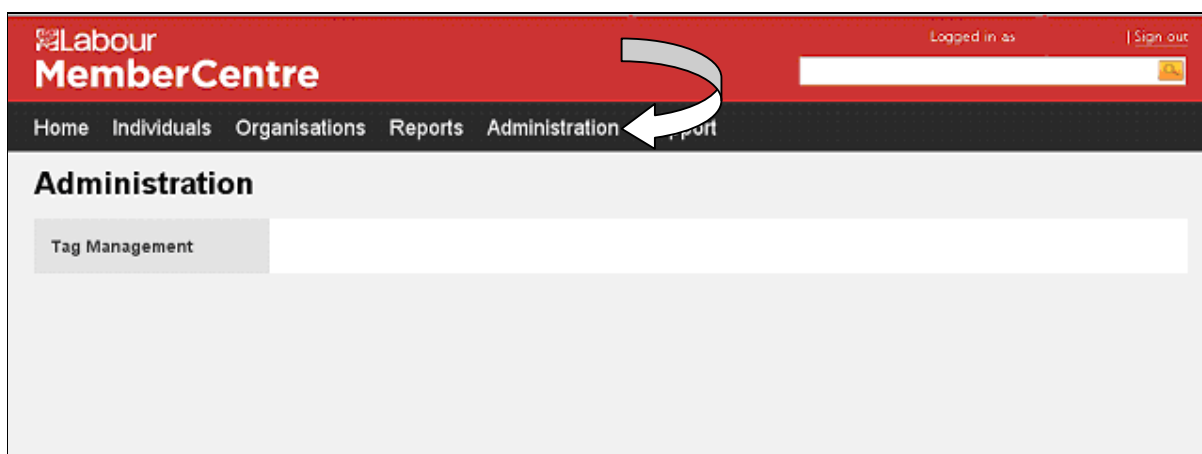
### 6.1 Introduction

It is possible to 'Tag' individual members with local information that helps you to organise your campaigns or segment your membership data. In the past, these were referred to as Local Attributes and were carried over to MemberCentre from the old Labour.people databases.

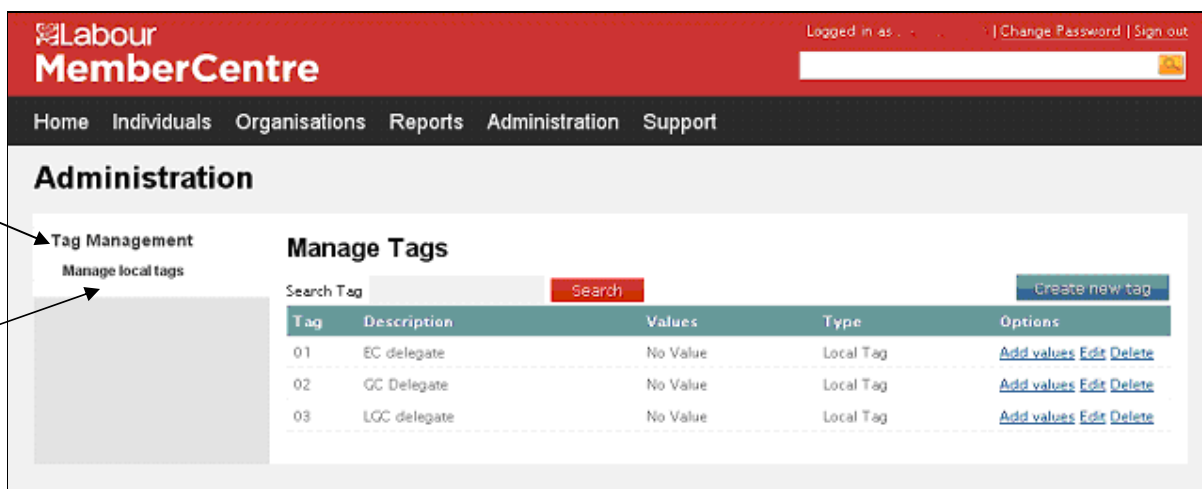
Some of the tags that have been created by local parties include, 'requires lift to polling station', 'takes part in raffle', 'Ward Organiser', 'canvasser', 'postal voter' and 'willing to door knock', amongst many others. Local parties can then create lists of members who have a particular tag or who have a combination of tags in order to contact them or to analyse trends within their membership.

#### 6.2.1. How do I create a tag?

**Step 1:** Click on the 'Administration' tab from the menu running across the top of page.



**Step 2:** Select 'Tag Management' and then 'Manage local tags'.



**Step 4:** Click on the 'Create new tag' button and a Create Tag pop-up box will appear.

ID	Tag Code	Tag Description	Tag Type
01			
02	GC Delegate	No Value	Local Tag
03	LGC delegate	No Value	Local Tag

**Step 5:** Input a new Tag Code (no spaces). This should be a short reference code for your local tag such as GC2011

**Step 6:** Input a Tag Description (this will then be displayed on the member's profile), such as General Committee member 2011

**Step 7:** Now choose a suitable Tag Type from the drop-down menu;

- Preset Values - these are pre-defined values that you can create to sub-categorise the tag, such as General Committee member - branch delegate, or General Committee member - union delegate or General Committee member - other delegate
- No Value - for tags where no sub-categories are required.
- Any Value - allows you to enter any value at the time of applying the tag to an individual's record.

**Step 8:** Select Save. Your new tag is now ready to be used.

## 6.2.2. How do I generate a list of members with a tag?

**Step 1:** Click on the 'Individuals' tab from the menu running across the top of page.

**Select branch**

Constituency: Newcastle Upon Tyne East CLP

Showing your branches in: Newcastle Upon Tyne East CLP.

Branch	Members		Demography			Rates			
	Total	Arrears	Under 27	Female	Male	Standard	Student	Unwaged	Other
<a href="#">Byker BLP</a>	10	0	0	0	0	0	0	0	0
<a href="#">Dene BLP</a>	5	0	0	0	0	0	0	0	0
<a href="#">North Heaton BLP</a>	10	0	0	0	0	0	0	0	0
<a href="#">North Jesmond BLP</a>	10	0	0	0	0	0	0	0	0
<a href="#">Ouseburn BLP</a>	10	0	0	0	0	0	0	0	0

**Step 2:** Select 'Advanced Search'. The system will default to look for all current members within any CLP that you have access to. You can narrow the search by selecting the Constituency and/or the Branch from the drop-down menus. You can narrow the search field even further to look for an individual member, a gender type, members with a particular membership status, members with an email address, or under 27 yr olds etc.

**MemberCentre**

Home Individuals Organisations Reports Administration Support

### Search results

**Search**

- Advanced search

**Search scope**

Constituencies  
- any constituency

**Personal details**

First name  
Last name  
Membership number

**Select branch**

Constituency: Newcastle Upon Tyne East CLP

Showing your branches in: Newcastle Upon Tyne East CLP.

Branch	Members		Demography			Rates			
	Total	Arrears	Under 27	Female	Male	Standard	Student	Unwaged	Other
<a href="#">Byker BLP</a>	34	0	0	0	0	0	0	0	0
<a href="#">Dene BLP</a>	0	0	0	0	0	0	0	0	0
<a href="#">North Heaton BLP</a>	10	0	0	0	0	0	0	0	0
<a href="#">North Jesmond BLP</a>	0	0	0	0	0	0	0	0	0
<a href="#">Ouseburn BLP</a>	53	0	13	10	0	0	0	0	0
<a href="#">South Heaton BLP</a>	0	0	0	0	0	0	0	0	0
<a href="#">South Jesmond BLP</a>	0	0	0	0	0	0	0	0	0
<a href="#">Walker BLP</a>	0	0	0	0	0	0	0	0	0
<a href="#">Wallasey BLP</a>	0	0	0	0	0	0	0	0	0

https://www.labourmembership.com/#

**Step 3:** Using the scroll bar at the right hand side of the page, scroll down until you see 'Add Tag' within the Advanced Search criteria box. Click on Add Tag.

Town

**Other**

Role

[Add a tag](#)

Membership Status  
Current Members

☐ Active role holder

☐ Indicated disability

☐ Part of an ethnic minority community

☐ Is under 27

☐ Has email

**Search**

Scroll bar

**Step 4:** Input the tag description of a tag that you have created. You can lookup multiple tags by clicking on 'Add Tag' again and entering the next tag description. If you are looking up multiple tags you will need to confirm if you want to select members who have all of the tags you have entered recorded against their record by clicking on 'Select Mode' = 'All tags', or if you want to select members who have any of the tags you have entered by clicking on Select Mode = One or More tags.

The screenshot shows a search interface with the following elements:

- Role:** A text input field.
- Add a tag:** A button with a plus icon, highlighted by an arrow.
- Mode:** A dropdown menu currently set to 'All tags', highlighted by an arrow.
- Tag:** A text input field containing 'GC Delegate'.
- Tag:** A text input field containing 'EC delegate'.
- Membership Status:** A dropdown menu currently set to 'Current Members'.
- Filters:** A list of checkboxes for 'Active role holder', 'Indicated disability', 'Part of an ethnic minority community', 'Is under 27', and 'Has email'.
- Search:** A red button at the bottom.

A callout box points to the 'Mode' dropdown with the text: "Mode = search for members with All the tags or Any of the tags".

*N.B the system will auto complete the name of the tag if a match is found. If no matches are found then ensure you have inputted it correctly. To view a full list the tags you have created, go to 'Administration' and select 'Manage Local Tags'.*

**Step 4:** Click Search. You should now be presented with a list of members matching your search criteria. If you want to export the list there is an option at the bottom of the page to export to CSV format or Print.

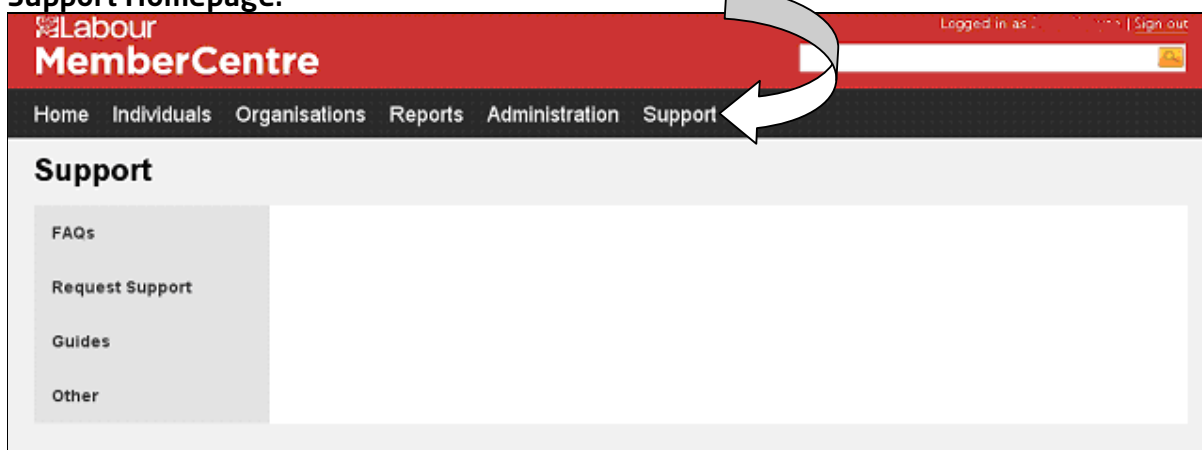
## 7. Support and Feedback

### Support

We hope that you find MemberCentre intuitive and easy to use; however there is a support section available if you have any questions about how to use MemberCentre. Within 'Support' you will find an FAQ section and user guides, including this beginner's guide. There is also an online support form for you to report an error, bug or other problem in the system that you may have encountered. Alternatively you can call our technical helpline on 01670 706 889 between 9am and 5pm Monday to Friday or email us at [labourmembership@new.labour.org.uk](mailto:labourmembership@new.labour.org.uk).

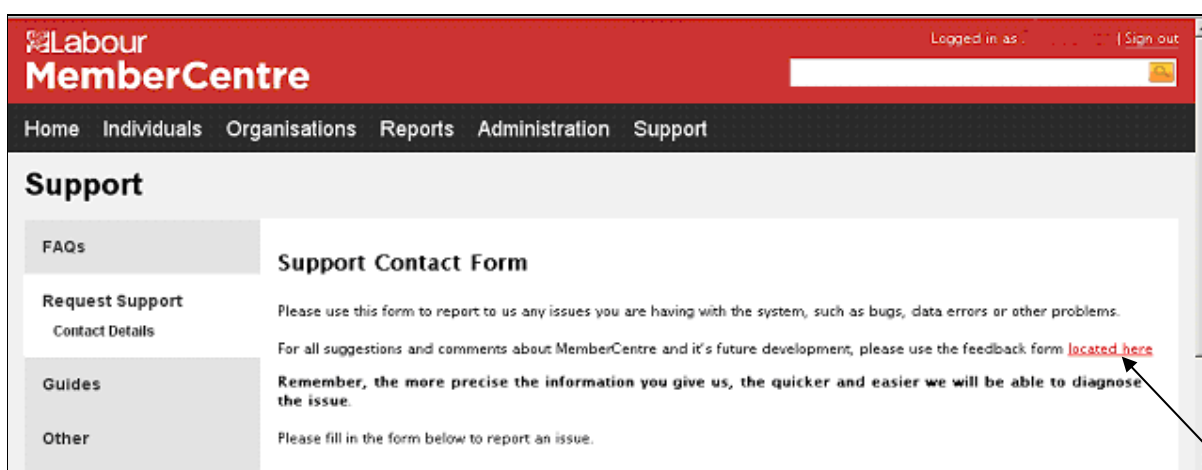
N.B if you any questions about accessing MembersNet, please call our Campaign Support number on 020 7783 1291.

### Support Homepage:



### Feedback

For all suggestions and comments about MemberCentre and its future development, please use the feedback form located within 'Support'; 'Request Support' and 'Contact Details' - see below.



## 8. Glossary of Terms

---

1. Accepted -	Current member in full compliance
i. CPM Payer -	Continuous Payment Method; Direct Debit/Standing Order
ii. SPM Payer -	Single Payment Method; Debit Card, Credit Card, Cheque
2. Active Member -	Current member with a paid up membership subscription or has an active continuous payment such as DD or SO
3. Arrears -	Outstanding balance on a full year's subscription
i. Part Arrears -	Where part of a membership subscription has been paid by SPM but there is still an outstanding balance or where a DD/SO has failed at the point of claim but remains an active instruction
4. BLP -	Branch Labour Party
5. CLP -	Constituency Labour Party
6. Contact Status -	MemberCentre is a database of members, past members and supporters. Each type of individual is described as a 'contact' who is Active, Gone Away, or Deceased. This does not describe their membership subscription/status.
i. Active -	An active contact is an individual who we have a current address for.
ii. Deceased -	An individual who is now deceased. Their membership status will also be recorded as deceased.
iii. Gone Away -	An individual who we no longer have a current address for.
7. Current Member -	A contact who has an active membership subscription. They can either be fully paid up or in arrears.
8. Membership Rate	
i. Honorary -	A free membership rate that is available to members who have had a continuous membership for 50yrs
ii. Parliamentary -	A supplementary rate for members of parliament
iii. Reduced -	A discounted rate available to pensioners, unwaged members and trade union political levy payers or affiliate members.
iv. Standard -	A non-discounted rate
v. Student -	A discounted rate available to members in full-time higher education.
vi. Youth -	Available to under 27 year olds

9. Membership Status -	The current status of a member's membership subscription.
i. Accepted -	A paid-up/complete subscription or an active continuous payment such as Direct Debit, Standing Order
ii. Arrears -	A member who has an outstanding balance on a full year's subscription
iii. Part Arrears -	A member who has paid part of their membership subscription by cheque or who has a failed payment against an active DD/SO instruction
iv. Cancelled	A membership that has been cancelled for a constitutional reason
v. Ex Member Lapsed	Where an outstanding membership balance has not been paid within 6 months of the time of renewal
vi. Deceased	A member who is deceased
vii. Resigned	A member who asked the party to cancel their membership
10. MembersNet -	The party's private website for members only to organise events, share best practice and communicate.
11. Renewal Date -	The annual anniversary date of membership subscription
12. Tag -	A mark against a member or a group of members records in order to select them in a list for a particular communication; such as, 'bought 2010 raffle ticket'.



3366\_11 Printed and promoted by Ray Collins, General Secretary,  
The Labour Party, both at 39 Victoria Street, London SW1H 0HA

FSC